

# WARRANTIES AND MAINTENANCE MANUAL



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## GENERAL CARE

1. Where possible do not place any indoor furniture in direct sunlight as this may cause fabric, leather and other materials to fade or crack. Direct sunlight includes sunlight through a window – use curtains or blinds to protect your furniture.
2. Do not place furniture too close to heaters or air conditioning vents as this may distort the material or surface finish.
3. Always lift furniture when moving it around (do not drag).
4. Rotate cushions regularly to even out any wear or fading – suggest weekly.
5. Where possible discourage people from sitting on the arms of the sofas and chairs.
6. Standing on a chair or rocking on the back of the chair may weaken the structure and possibly cause joint failure.
7. The use of floor protectors on the bottom of furniture (such as tables and chairs) will minimise damage to floor coverings.
8. Use coasters, place mats, tablecloths and table runners to protect furniture surfaces.

### **IMPORTANT NOTE:**

*Although all care has been taken in the collation of this information, it is supplied as a guide only, it is imperative that before initiating any of the tips included herein that a test application is performed in a non-obtrusive area of the surface to ensure the suggested application is safe and suitable for the surface you are attempting to clean.*

## JOINERY

### Timber Veneer and Solid Timber

#### General Care:

General cleaning and care of wood furniture is the same regardless of the finish on the wood. Avoid using wet cloths or mops, as this may stain and damage the wood. Dust your furniture regularly using a soft cloth or a vacuum cleaner with a dust brush attachment. This will keep the build-up of dirt to a minimum and help prevent scratches and ground-in-grime. Always use coasters, place mats or other protective materials when placing anything on top of your wood furniture. If water or other liquid is spilled on the wood, wipe it up as soon as possible with a non-abrasive soft dry lint-free cloth. Never place hot objects directly onto the wood of your furniture as this can discolour the finish and leave a permanent mark in the wood. Protect your wood furniture from excessive exposure to sunlight, heat, cold or excessively damp or dry environments. Use sheer curtains on windows to shield decorating and furniture from sunlight, and use either a humidifier or de-humidifier as needed to keep the air in the room from becoming too dry or too damp. Natural timber and veneer finishes will show distinctive grains, patterns and colour variations which are evidence of being produced from genuine timber materials. Clean stains and liquid spills immediately, as they can permanently bond with furniture if allowed to soak in.

#### Regular Cleaning/Maintenance:

Dust all surfaces regularly with a non-abrasive soft dry lint-free cloth or wipe down with damp cloth and dry with a non-abrasive soft lint-free cloth. Avoid cleaning products that contain oils or are ammonia-based. Do not wipe against the grain of the wood. Always wipe and polish with the wood grain.

## Spot Cleaning

Warm soapy water with a non abrasive soft dry lint free cloth, more stubborn stains can usually be treated with a household cleaner applied to the surface with a non abrasive soft dry lint free cloth.

## Scratches and Chips

Scratches and chips should be filled with a matching coloured wax pencil. Leave the wax to set for a short period then blend the colour into the affected area before applying furniture polish with a non abrasive soft dry lint free cloth.

## Laminate Finish

### General Care

For everyday cleaning, wipe the surface with a damp cloth or sponge. You may use a mild soap or detergent. Wipe completely dry with a non abrasive soft dry lint free cloth using a straight line motion.

Laminate may need occasional dusting depending on where it is used, dust all surfaces regularly with a non abrasive soft dry lint free cloth or wipe down with a damp cloth and dry with a non abrasive soft dry lint free cloth.

### Regular Cleaning/Maintenance

To keep the surface in good condition, use a non-oily furniture spray. (Remember to clean the spray off several times a year to prevent build up). Furniture polish can also help to hide fine scratches in the surface. Be sure to completely wipe the polish from the laminate surface. The oils in the polish cannot penetrate the laminate and any residual polish could subject the users hands and clothing to stains.



## Spot Cleaning

Difficult stains such as coffee or tea can be removed using a mild soap or detergent and a soft bristled brush. Repeat as necessary. If stain persists, use a paste of baking soda and water applied with a soft bristle brush. Light scrubbing for 10-20 strokes should remove most stains. Although baking soda is a low abrasive, excessive scrubbing or exerting too much force could damage the decorative surface, especially if it has gloss finish.

Stubborn stains that resist any of the above cleaning methods may require the use of undiluted household bleach or nail polish remover. ***Apply the bleach or nail polish remover to a test area to ascertain this method is safe prior to applying to the stain.*** Once applied to the stain, let stand no longer than two minutes. Rinse thoroughly with warm water and wipe dry. This step may be repeated if the stain appears to be going away and the colour of the laminate has not been affected.

**WARNING:** Prolonged exposure of the laminate surface with bleach will cause discoloration. Always rinse laminate surfaces after cleaning! If a small amount of cleaning solution remains on the surface, moisture can reactivate it and result in permanently etched scars.

## Scratches and Chips

Scratches and chips can be disguised with the use of a matching coloured pen, shoe polish or wax pencil. If using a marker pen work the colour into the scratch or chip before it dries, continually apply and work colour into the area until the best result is achieved. If using shoe polish or a wax pencil allow to set for a short period then blend the colour into the affected area before applying furniture polish with a non abrasive soft dry lint free cloth.

## Two-Pac Finish

### Regular Cleaning/Maintenance

Dust all surfaces regularly with chamois and dry with a non abrasive soft dry lint free cloth.

### Spot Cleaning

Warm soapy water with a non abrasive soft dry lint free cloth, more stubborn stains can usually be treated with a household cleaner applied with a non abrasive soft dry lint free cloth.

### Scratches and Chips

Scratches and chips can be disguised with the use of a matching coloured marker pen, paint or shoe polish. If using a marker pen work the colour into the scratch or chip before it dries, continually apply and work colour into the area until the best result is achieved. If using paint or shoe polish allow to set for a short period before polishing with a non abrasive soft dry lint free cloth.

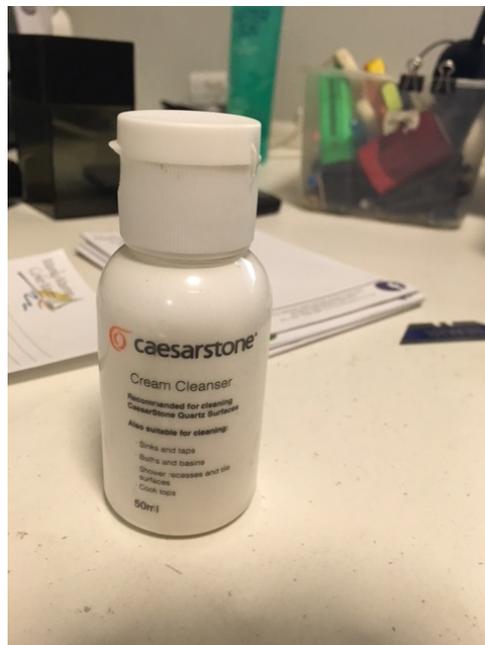
## Natural and Reconstituted Stone Finish

### Regular Cleaning/Maintenance

Dust all surfaces regularly.

Use an all purpose cleaner such as Pledge on a dry surface for general polishing

For hard to remove stains use cream cleanser sparingly such as Ceasar stone creme cleanser.



## UPHOLSTERED FURNITURE

### Cleaning Tips

Before initiating any of the cleaning tips included herein it is imperative that test application is performed in a non-obtrusive area of the furniture to ensure the suggested application is suitable for the surface you are attempting to clean.

#### Spot Cleaning

Treat spills and stains as soon as possible. Gently scrape any soil or mop any liquid from the surface of the fabric. Use of soap or detergent with water should be approached with caution since overzealous rinsing to remove soap residue may result in over-wetting, water marking and possible wetting of substructure (this may create other stains or damage products).

#### For non-oil-based stains

Use warm water and non-toilet soaps which do not contain optical brighteners. Mix a small amount of soap and warm water solution and apply to the stain, rubbing gently. Blot dry with a clean towel. Apply cool water (preferably rain or distilled water) and blot dry again. Then with a hair dryer working out from the centre of the stain, dry quickly to prevent rings forming. It is generally preferable to clean whole panels of fabric in this way rather than trying to spot clean specific areas.

#### For oil-based stains

Following the same basic guidelines as above, apply a proprietary brand solvent based cleaner and try to clean generally in panels rather than spot cleaning specific areas. A helpful industry 'secret' is for spot removal of oil based biro marks by the application of a conventional hairspray.

#### Alcoholic Beverages

After the moisture has been blotted up, dab at the stain with a clean cloth dampened in rubbing alcohol. Then blot repeatedly with liquid detergent mixed with cool water. Dab again with clear cool water and blot dry.

## **Blood**

Mix 1 teaspoon of ammonia in a cup of cold water and apply it sparingly to the spot. Blot with a clean towel. Repeat the procedure until the spot is gone. Then dab the area with cool water and blot. Wait 15 minutes then moisten the area again with white distilled vinegar. Blot thoroughly with a dry towel.

## **Chewing Gum**

Rub an ice cube over the gum to harden it, then scrape off the excess with a dull knife. To remove what's left, use dry-cleaning fluid.

## **Chocolate**

This is a combination of greasy/non-greasy stain. Scrape excess away, then go over the spot with cool water mixed with a liquid detergent. Blot thoroughly and then clean with dry-cleaning fluid

## **Coffee and Tea**

Sponge with warm water. Apply warm glycerine. Leave for 30 minutes. Flush out with water and dry quickly.

## **Fruit and Juices**

After excess is blotted up or scraped away, blot the spot with cool water. If a stain remains, add liquid detergent and a drop of vinegar to the water. Dab the spot with this mixture and blot until there is no trace of a stain. Then go over the area lightly with clear water to remove traces of vinegar.

## **Grease (including hair grease and oil)**

Scrape away excess if necessary and then dab repeatedly at the stain with dry-cleaning fluid. If any stain remains, go over the area with a lukewarm mixture of liquid detergent and water. Always make sure you use a clean portion so you don't put the stain back in the fabric. Last, go over the area with a clean cloth moistened with cool clear water.

## **Urine**

It is especially important to treat this stain right away, before the urine dries. Otherwise, the urine may react with the fabric dyes and cause permanent discoloration. First, dab at the stain with a solution of white vinegar and water and blot dry. Then apply a mixture of liquid detergent and cool water, blotting frequently and with a dry cloth to avoid saturating the fabric. Finally, dab the spot with clear, cool water and blot thoroughly.

## **Milk and Vomit**

Blot or scrape away the excess, then take a clean soft cloth and blot. Apply cool clear water to the area, blotting frequently. Then blot with a detergent solution to which you've added a small amount of ammonia. Blot dry and wait a few minutes. Go over the area with dry-cleaning fluid, blot dry. Finally, blot the area lightly with a cloth moistened with rubbing alcohol.

## **Ice Cream**

Scrape away excess and apply cool water mixed with liquid detergent, blotting frequently with a dry cloth so as not to saturate the fabric. Let dry and then go over any remaining stain with dry-cleaning fluid. Blot dry.

## **Water Spots**

Blot thoroughly and then dampen the entire spot with clear white vinegar. Wait a few minutes. When the area is dry, moisten it again with clear water, blotting with a dry cloth after every application to the damp cloth. *If the fabric has a pile, brush in the direction of the pile when it is dry.*

## **Cosmetics**

Sponge with warm water, apply warm glycerine, leave for 30 minutes then flush out with water and dry quickly.

## **Soft drinks**

Sponge with water, add warm glycerine and work into stain. Flush out with water and dry.

## **Shoe Polish**

Apply liquid paraffin to loosen the stain, then sponge with dry-cleaning fluid.

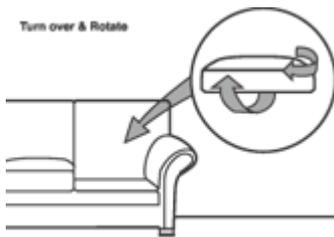
## Leather and Vinyl Upholstery

### Regular Cleaning/Maintenance

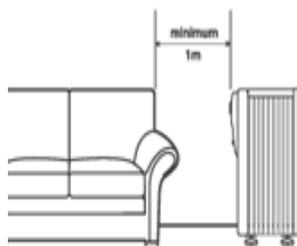
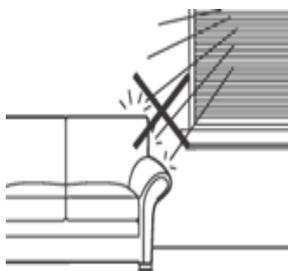
Vacuum regularly with a soft upholstery attachment and wipe over with a damp, soft, non-abrasive soft dry lint free cloth weekly. As leather is a natural product variations in colour and texture are recognised as a feature.

To maintain its appearance, regular cleaning and moisturising is strongly recommended please refer to the care label attached to your upholstered furniture for additional information

Where possible, rotate the cushions to even the wear. Suggest weekly.



To ensure warranty validity, use only recommended leather/vinyl care products cleaning product every 8 - 12 weeks. Avoid placing the leather or vinyl near direct light or heat sources as they can fade and damage the fabric. In extreme climates you will need to moisturise the leather more often.



## Spot Cleaning

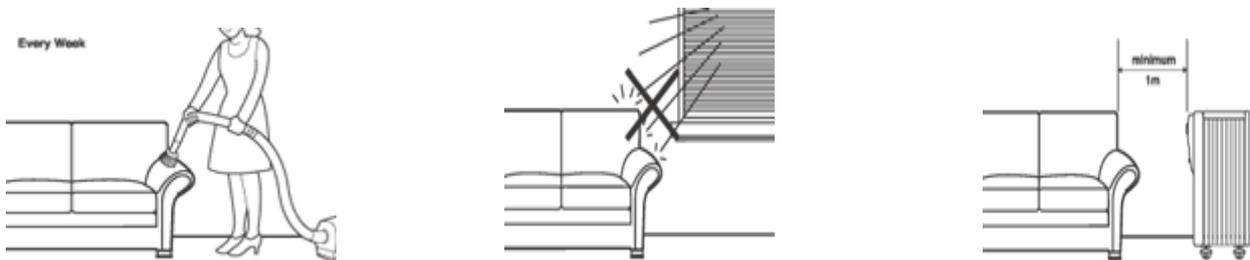
As water based stains may leave a mark if allowed to soak in it is imperative that these spills are mopped up with a soft dry cloth as soon as is practically possible.

Food oils can permanently bond with the leather and some vinyl's and body oils can oxidize and change the colour of these products unless cleaned immediately a commercial brand leather cleaner is recommended for these spills and stains. For vinyl simply treat with a standard vinyl cleaner. As dirt and grime can act as abrasives on leather and vinyl surfaces regular cleaning by vacuuming and wiping with a non-abrasive soft dry lint free cloth weekly is highly recommended to maintain these items.

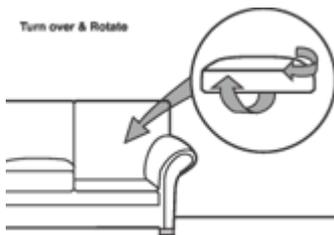
## Fabric Upholstery

### Regular Cleaning/Maintenance

Dirt combined with body moisture can produce a grime discoloration to the fabric therefore it is essential to vacuum regularly with a soft upholstery attachment. Vacuuming will also remove grit that can also accelerate wear of the fabric. For stains use a damp cloth with warm water and a mild detergent.



Avoid placing the fabric near direct sunlight or heat sources as they can fade and damage the fabric. Use window coverings (e.g. curtains and blinds) to protect your furniture from direct sunlight through windows.



Where possible, rotate the cushions to even the wear. Suggest weekly.

As fabrics can vary in composition it is important to care for these upholstery items in accordance with care instructions label attached to the furniture. Use a professional dry cleaning service at least once a year to maintain the appearance of the fabric. Furniture with removable covers must be cleaned while still on to minimize shrinking. Temporary pilling can occur on some fabrics.

This is not considered a fault and can be removed using a de-pilling machine, **please remember that loose threads must be cut and not pulled.**

## Spot Cleaning

The vast majority of stains can be removed from upholstery with either warm soapy water, commercial upholstery cleaner or dry cleaning fluid. ***As fabrics vary in their composition it is recommended that a test rub is performed with the intended cleaning product on an area of the fabric that is hidden from view to ensure that the product is safe to use.***

## Microfiber stains

Use a spray cleaner as a last result! Microfiber fabrics need to be cleaned with a damp sponge or rag, and a brush like a toothbrush, and a solution in a bowl of dish soap or liquid soap heavily diluted with water. Use solution sparingly! Work the solution through the stain with circular motions, don't over saturate the fabric or you may get "rings" around the stain after it dries.

## MISCELLANEOUS ITEMS

### **Glass**

Use of a damp cloth or a window cleaner is recommended for effective cleaning of all glass, it is imperative that the surface is dried immediately using a non-abrasive soft dry lint free cloth.

### **Stainless Steel and Chrome**

Stainless Steel – Use a proprietary brand stainless steel cleaner, spray or cream product.

Chrome Legs – Use an RP7 or WD40 type spray applied with a non-abrasive soft dry lint free cloth.

### **Outdoor Furniture**

Wipe down regularly with a damp cloth and dry with a non-abrasive soft dry lint free cloth.

### **Lighting**

Shades are to be dusted regularly; minor soiling of lamp shades can be removed with a clean white eraser.

### **Mattresses**

In addition to the use of mattress protectors to guard against staining mattresses should be vacuumed regularly to reduce dust build up. Turning the mattress over as per the manufacturer instructions in the warranty will increase the longevity of the product. It is recommended that the mattress are turned & rotated every three months. This will also air the mattress and reduce moisture build up. Some mattresses do not require turn-over therefore it is imperative that you refer to the specific instructions that come with your purchased mattress prior to turning them over. Where possible discourage sitting on the sides of the mattress as it can create a weakness in that area, additionally bending or jumping on the mattress will also damage it.

## Limited Warranty Joinery & Sofas

- A. Hotel Interiors warrants to you the original purchaser that Hotel Interiors shall, subject to the terms hereof, repair or replace any item of furniture, where it is established to the reasonable satisfaction of Hotel Interiors (and/or its appointed agents) that there is a defect in the structure, components, material or workmanship of the furniture.
- B. This warranty shall commence from the date of delivery and extend for a period of:
- (i) FIVE years for structural defects furniture.
  - (ii) ONE year for other damage and/or component defects.
  - (iii) All foams on lounges are covered with a FIVE year warranty period.
- C. Damage covered by this Warranty :
- (i) Wood Furniture
    - Deterioration in material
    - Insect damage
    - Unstable components
  - (ii) Painting
    - Substantial colour variance in one shipment (Natural variance in wood colour finishes is excluded)
    - Surface finish found by Hotel Interiors to be substandard
  - (iii) Metal Mechanisms
    - Corrosion through protective cover
    - Breaking or bending during normal operation

- D. All claims under this Warranty are not admitted unless lodged with Hotel Interiors (together with detailed supporting evidence/particulars) within 7 days from the date sighted.
- E. For these above defects listed during the warranty period, Hotel Interiors will do the following:
- (i) For main defects which restrict the normal usage of the furniture, it will replace any piece of furniture at no charge.
  - (ii) For those defects that can be repaired, it will undertake such repairs on a priority system.

## Limited Warranty Outdoor Furniture

- A. Hotel Interiors warrants to you the original purchaser that Hotel Interiors shall, subject to the terms hereof, repair or replace any item of outdoor furniture, where it is established to the reasonable satisfaction of Hotel Interiors (and/or its appointed agents) that there is a defect in the structure, components, material or workmanship of the furniture.
- B. This warranty shall commence from the date of delivery and extend for a period of:
- a. TWELVE months.
- C. Damage covered by this Warranty :
- a. Aluminium
- Deterioration in material
  - Surface finish found by Hotel Interiors to be substandard
  - Unstable components
- D. All claims under this Warranty are not admitted unless lodged with Hotel Interiors (together with detailed supporting evidence/particulars) within 7 days from the date sighted.
- E. For these above defects listed during the warranty period, Hotel Interiors will do the following:
- a. For main defects which restrict the normal usage of the outdoor furniture, it will replace any piece at no charge.
- b. For those defects that can be repaired, it will undertake such repairs on a priority system.

## Limited Warranty Ensemble Beds

- A. Hotel Interiors warrants to you the original purchaser that Hotel Interiors shall, subject to the terms hereof, repair or replace any mattress and/or base, where it is established to the reasonable satisfaction of Hotel Interiors (and/or its appointed agents) that there is a defect in the structure, components, material or workmanship of the furniture.
- B. This warranty shall commence from the date of delivery and extend for a period of:
- a. TEN years on Mattress
  - b. FIVE years on Base
- C. Damage covered by this Warranty :

This Warranty covers the following specific manufacturing faults under conditions of normal use:

- a. Mattress
    - Springs or wires that are loose or broken
    - Springs or wires that protrude or tear through any fabric
  - b. Base
    - Splitting occurring in the timber frame
    - Loose or broken foundation wire
    - Compression of modules
    - Leg or castor failure. However, it is important that the castors are secured tightly in place at all times.
- D. This Warranty does not cover the following:
- Material covers (including stains, soiling or burns)
  - Normal body indentations
  - Border wires, which run along the perimeter of the mattress and foundation, bent due to moving or folding the sleep set
  - Bed Height
  - Comfort Preference

- Mattress damage due to an inappropriate base foundation. A mattress is designed for optimum performance when used in conjunction with a matching base foundation as part of a total sleep set.
  - Sheet fit
  - Replacement of another piece of the sleep set unless that other piece is also defective
  - Damage/faults caused by wilful or accidental abuse, misuse or neglect, improper use or damage/faults relating to normal wear and tear.
- E. All claims under this Warranty are not admitted unless lodged with Hotel Interiors (together with detailed supporting evidence/particulars) within 7 days from the date sighted.
- F. For these above defects listed during the warranty period, Hotel Interiors will do the following:
- a. For main defects which restrict the normal usage of the ensemble bed, it will replace the mattress and/or base at no charge.
  - b. For those defects that can be repaired, it will undertake such repairs on a priority system.

## Limited Warranty Lighting

- A. Hotel Interiors warrants to you the original purchaser that Hotel Interiors shall, subject to the terms hereof, repair or replace any lighting, where it is established to the reasonable satisfaction of Hotel Interiors (and/or its appointed agents) that there is a defect in the structure, components, material or workmanship of the lighting.
- B. This warranty shall commence from the date of delivery and extend for a period of:
- (i) TWO year for manufacturing defects, including electrical.
- C. IMPORTANT NOTE: These lamps are to use globes with a maximum of 60 watts.
- D. All claims under this Warranty are not admitted unless lodged with Hotel Interiors (together with detailed supporting evidence/particulars) within 7 days from the date sighted.
- E. For these above defects listed during the warranty period, Hotel Interiors will do the following:
- (i) For main defects which restrict the normal usage of the lighting, it will replace any piece of the lighting at no charge.
  - (ii) For those defects that can be repaired, it will undertake such repairs on a priority system.