

TIMBER AND PAINTED FINISH CARE

Our furniture is crafted using carefully selected materials and modern factory equipment. It has been designed and manufactured with everyday usage in mind but does require some care in both usage and maintenance.

Stained timber finishes

Wood is a natural product and as such displays natural variations in grain, colour and structure which reflect the varied life cycle of each individual tree. Variable conditions create prominent and visible facets such as dark sap lines and grain whorls but these characteristics are not a fault and are confirmation that each piece of furniture is unique.

Painted finishes

Some of our painted finishes are crafted using a rubbed-back process to create a used or antique effect. This process is carried out by hand so each piece is unique and variations in location, width, depth and colour of the rubbed back areas is not a fault but an intended and deliberate characteristic of the design.

A technologically advanced finish coat is applied to our all our furniture to assist in ease of maintenance. Our timber stains and protective lacquer coats are durable but are not indestructible. Following some simple rules for usage, cleaning and care will ensure our furniture continues looking its best and also avoids unintended damage that is not covered by warranty.

These usage and care instructions apply equally to stained timber finishes and solid colour painted finishes.

General Usage Care

If a plate, cup, etc is too hot to hold in your hand for several minutes, it is too hot to place directly on your furniture and will result in damage that is not covered by warranty.

The result of overly hot tableware coming in contact with your furniture will be a milky white halo effect. This effect will sometimes diminish over time but often results in permanent damage.

Steam vapour will damage your furniture. Avoid all potential sources.

Avoid exposure to direct sun as this can result in damage that is not covered by warranty.

Your furniture will darken with age due to exposure to light and other environmental conditions. This is a natural and unavoidable process.

Avoid exposure to direct heat (for example fireplaces or room heaters) as this can result in damage to your furniture that is not covered by warranty.

Do not leave objects (for example vases or placemats) in place for extended periods as this can leave permanent shading that will not be covered by warranty.

Always use cushioning under all hard objects (for example ornaments) to be placed on the surfaces to avoid scratching or damage which will not be covered by the warranty.

Felt or rubber adhesive cushions which can be applied to hard object bases are available at most hardware stores or supermarkets.

If a plate, cup, or any other item you intend to place onto furniture is too hot to hold in your hand for several minutes, it is too hot to place directly on your furniture. Doing so can result in damage that is not covered by warranty.

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Regular Care

Gently dust all surfaces once a week with a clean soft cloth to remove dust and debris, taking care to avoid scratching the finish.

For cleaning, use only warm soapy water and ensure any excess liquid is dried up immediately with a soft dry cloth.

Remove liquid and food spills immediately by scooping up the excess and then removing any remainder using warm soapy water as described in point 2 of these instructions.

Do not use silicone based cleaners as they result in an accumulated residue which flaws your furniture's appearance and will cause damage to the finish in the long term.

Do not use cleaners which contain ammonia and spirits as they can cause damage that will not be covered by warranty.

Proprietary brand timber cleaners can be used in accordance with the manufacturer's product usage specification and instruction guidelines. Always test in a hidden area before using these products.

If you have any doubts as to suitability of a cleaning product please consult your local furniture store.

If you have any questions or require advice please contact your local furniture store.