

## Vystan Interiors | General Product Care Information

This is our general guide for care of your furniture and accessories and will help with compliance of warranty and to allow long life of product. Please refer and adhere to all label instructions

### Solid Timber Care & Information

As the solid timbers used are natural products, they may expand and contract due to varying temperature conditions. This may cause small cracks where the timber joins. This is normal and often part of a piece's character. To minimize movement, solid furniture should not be placed outside (unless it is a specified outdoor product), in direct sunlight, or in heavily air-conditioned areas.

To care for your solid timber:

- \* Wipe the surface with a damp cloth then dry with a soft clean cloth to prevent spotting.
- \* If you choose to polish your furniture with a product/solvent, you should always try it out on a small inconspicuous area first
- \* Use coasters & protectors where possible

### Natural Teak

Teak is a tropical hardwood with a beautiful golden/ honey brown color when it is new. Over time, as natural teak is exposed to the elements, it gradually changes color from the honey color to a bleached silver grey color. Allowing teak to grey will not impact the structural integrity of the product.

To Maintain original golden brown color:

- \* Clean teak furniture with water with a mild detergent in it
- \* Use a soft bristle brush to scrub the furniture
- \* Once cleaned, rinse the furniture thoroughly to get rid of the cleaning solution & dirt residue
- \* Apply a teak protector to furniture as some teak oil may cause irregular coloring or mildew

The solid teak in our some of our select timber collection is untreated and the finish comes from the natural oil of the teak wood.

For the easiest and most convenient way to maintain and care for the teak products, we strongly advise care as follows:

- \* The oiled surface should be regularly cleaned using mild soap and water.
- \* Any spill should be removed from the surface immediately, but there is no guarantee against stains

### Timber Veneer

Wood veneer is a thin layer, less than 2mm of wood applied over particleboard or plywood and polished to seal. Care as follows:

- \* Dust with a damp CLEAN cloth (always use clean water), in the direction of the natural grain
- \* DO NOT use a wet/soaking cloth as this will result in streaking
- \* If you choose to clean with a solvent, try it on a small inconspicuous area first
- \* Regular cleaning is highly recommended to maintain the product
- \* Use coasters or mats to protect the surface from dents, scratches, and moisture
- \* If possible, keep furniture away from any area with a high concentration of sun to ensure the veneer color doesn't fade
- \* Don't apply undue pressure by writing on a veneer table as this can leave impression marks.

### General Upholstery Fabrics

The fabrics used in our ranges vary in composition for each product. Dedicated fabric care can be found requested and is provided from the manufacturer of the fabric. Scotch guarding your general upholstery will offer a higher level of protection.

### Leather

As leather is porous in nature, clean any spills promptly to guard prevent absorption into the leather grain.

To Care For your Leather:

- \* Dust leather furniture on a regular basis to help the leather breathe & last longer
- \* Do not clean leather with water as this may leave marks on certain leathers
- \* Use a quality leather cleaner, carefully following the instructions on the cleaning product
- \* Always patch test in an inconspicuous area

To protect your leather furniture & keep it from fading, drying out and/or cracking, avoid placing it in direct sunlight and keep it at least two feet away from any artificial source such as heat or air conditioners.

### Plastics, Polypropylene, Acrylics, Synthetics, Timbers and Melamine

Use water and colorless non-abrasive liquid detergents and detergents followed by rinse with water. Chemical cleaning agents will react with plastics and will void warranty with use. Avoid prolonged contact with detergents or acidic or basic solvents. Do not use acidic or basic solvents or abrasive cleaners such as glass cleaners. Fatty substances, oils and foods will dis-color with prolonged contact with surfaces of plastics, timbers, melamine and metal and stainless steel surfaces.

To Care For your Vinyl – PU – PVC Upholstery

- \* Clean with a damp soft white cloth using lukewarm water
- \* Act urgently to remove stains from vinyl
- \* Ensure no hot liquids or hot products are put on top of the PVC. Heat may cause the synthetic material to melt.
- \* Vinyl upholstery may absorb stains and dyes from fabrics that bleed (like blue jeans on white vinyl or bright prints that bleed)

### General Metal and Stainless Steel

Metal products with scratches or small spots of rust due to a lack of maintenance can be repaired by polishing the affected area, followed by antioxidant priming and color match painted surface with enamel paint. Fatty substances, oils and foods will dis-color with prolonged contact with surfaces of metal and stainless steel surfaces.

### General – The Environment and Outdoor Furniture

Synthetic fibers, wood, stainless steels and powder-coat etc., should not be used in areas exposed to significant levels of salinity.

Remove body oils, sunscreen oils, dust and environmental dirt that can remain in the braiding etc. Cleaning of these substances will help to avoid staining of furniture.

For extended life of product, store furniture in a protected place away from sunlight, humidity, saline environment, dirt and high temperatures when not in use. It is not recommended to block or cover the products. Environments exposed to salinity will reduce life span of products. Avoid storing furniture when still moist from cleaning.

Do not expose furniture products continuously and for a long period of time outdoors. Products are suited to outdoor undercover and products sold by Vystan Interiors are sold on this basis. Australian climatic conditions will fade paint and plastics, and this is not considered a fault. Warping of outdoor tops is not covered under warranty when exposed to weather. Darker colors (including general hospitality table tops) are prone to warping. Note: out-door hospitality style tops are not completely level and is not considered a fault by the manufacturers.

### Manufacture Backed Warranty

Vystan Interiors represent multiple suppliers and manufacturing houses. Our warranty is there backed by Manufacturer's Warranty and terms and conditions will vary.

Our Manufacturer's warranty extends to the normal use of the products based on the situation in which they are designed for. The warranty does not include normal wear and tear (scratches etc.) and or user abuse. All claims relating to warranty must be brought to the attention of Vystan Interiors at the earliest. Refer to Warranty 'terms and conditions' or contact our office in the first instance.

Please contact our office if you require additional information for product care.

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