

KE-ZU Care + Maintenance

Thank you for purchasing our products.

By law, we are obliged to provide a 12 months warranty on our products. Our suppliers all offer this or more to us. Some specific projects require more than the standard 12 months warranty. Requests for extended warranties are to be directed to KE-ZU management who will in turn seek to secure confirmation of the extended warranty from the manufacturer. In the unusual event of a claim, we have found our suppliers typically back up their product 100%. For all GECA certified products, KE-ZU provide a 5 year warranty. Standard warranty terms and conditions to be offered on the various collections.

WARRANTY

World through their agent KE-ZU Pty. Ltd. warrants their products to be free of manufacturing defects or faults for a period of 5 years [wicker products 2 years domestic – not recommended for commercial projects] from date of delivery. This warranty specifically excludes damage due to normal wear and tear, abuse or use of the product for other than its intended purpose.

Warranty on upholstery from the house collection will depend on the fabric manufacturer. Please note that no claim will be recognised for damage to upholstery other than the manufacturer's standard collection.

CARE + MAINTENANCE

Wood

As wood is a natural material, light tone differences among the various elements that make up the product may occur. Moreover, if the products are purchased in different periods, the elapsed time and climatic conditions can cause variations in colour and/or tonality. As a consequence, KE-ZU Pty. Ltd. cannot accept and claim in this regard.

Upholstery

No claim will be recognised for damage to upholstery other than the manufacturer's standard collection. In addition, damage due to natural wear and tear of upholstery, or damage due to moths and other vermin is specifically excluded.

Polished Timber + Veneer

Surfaces should be simply dusted or if marked, cleaned using a damp cloth with 1% detergent only. No commercial cleaners should be used. Chips or scratches in the timber can be touched up using Mirotone stain "Pentel" style marker pens.

Leather

Semi-aniline leather does not call for much maintenance beyond dusting with a soft cloth or vacuum cleaning with a clean soft brush.

When cleaning is required, never use chemicals or

synthetic detergents on leather. We suggest contacting your local Leather Master for advice. Alternatively, use a weak soap suds solution (1/2dl white soap flakes to 1ltr. tepid water) dabbed on the leather with a lightly wrung soft cloth and do not after dry but leave the suds to dry into the leather which will leave a bit of grease. Once dry, polish with a soft, dry cloth.

Thermo-polymer

It is recommended the use of Scotch-Brite BORRABRITE. Double faced sponge - only use with water, there is no need of chemical products.

The white face removes the dirt and the stains efficiently from multiple surfaces: walls, floors, doors, garden furniture. The blue face makes the work easy with a good result. It is recommended the use of KH-7 Quitagrasas Please pulverize with KH-7 on the dirty surface and rub it with a cloth humidified with water. Then please rinse with abundant water (preferably with a water pressure systems as type KARCHER) and dry them outside.

Aluminium

Maintenance requires only soap and water.

Steel

Chromed steel requires regular cleaning with soapy water. In the case of stains, avoid abrasive sponges or fabrics. Stainless steel only requires regular cleaning with soapy water. Stainless steel is synonymous with an attractive finish and durability. Any stains caused by aggressive products require a specific cleaning:

- Water and lime stains: Remains of lime can be removed by soaking with a 25% vinegar solution or a 15% nitric acid solution. Rinse well and continue washing with soap or detergent and water. Rinse with hot water. Wipe dry with a soft, clean cloth.
 - Oil and Grease: Rinse with an organic/hydrocarbon (e.g., alcohol) product, then clean with soap or detergent and water. Rinse well with cold water and a dry cloth. Soaking is advisable before cleaning with hot soapy water.
 - Tea and Coffee stains: Wash with washing soda (sodium bicarbonate) and hot water. Then wash with soap or detergent and water. Rinse thoroughly with hot water. Wipe dry with a soft, clean cloth.
- For the correct maintenance of stainless steel structures in areas near the coast and for areas in permanent contact with marine environments, we recommend regular cleaning with soapy water.

CARE + MAINTENANCE

SOLID TIMBER AND VENEER

For general cleaning, dust furniture regularly with a soft, damp cloth. Dry with a soft, dry cloth.

Do not place hot objects, including cups of tea/ coffee, on timber surfaces as this may damage polish coating.

Avoid direct exposure to sunlight, as this will damage timber & polishes. Exposed timber & timber veneer is a natural product & will darken with age & exposure to ultra violet light.

Timber edges are extremely vulnerable to impact damage, so please use caution when relocating timber products & when placing timber products next to hard surfaces. Cleaners should be instructed to exercise particular care to protect timber edges from impact from cleaning equipment.

GENERAL INFORMATION

For maintenance of oiled wood surfaces, use oil, an abrasive sponge and a cloth.

For oak, use white pigmented oils and for walnut, use clear oil.

The oil will penetrate the grain of the wood building dirt and create a water-repellent coat that protects the wood and gives it finish. The oil also cares for and maintains the light colour of the oak or ash, and leaves a smooth and silk matt surface.

PERIODIC MAINTENANCE

Use oil for periodic maintenance of wooden furniture. For oak, use white pigmented oil. If the surface becomes too light, use white pigmented oil and clear oil alternately. For walnut, use clear oil.

To prevent the wood from drying out and to maintain the appearance of the table, we recommend treating the table twice after receiving it, and subsequently three to four times a year or as needed.

DIRECTIONS

The surface must be thoroughly cleaned and dry. Clean with normal soapy water (not concentrated soap/washing-up liquid) and wipe dry immediately with a dry cloth. Clean the surface approx. 12 hours before the oil treatment.

To ensure proper adhesion, use an abrasive sponge to abrade the surface. It is important to work in the direction

of the grain when abrading.

Shake the oil bottle well and apply the oil generously using a cloth. The surface must be glistening and the oil allowed 15 to 20 minutes to be absorbed.

Remove any excess oil with a lint free cloth until the wood is completely smooth to the touch. Leave the table to dry overnight.

For optimal results we recommend repeating the treatment in points 2-4 (several times).

The oil-treated surface can be used with care after approx. 24 hours. The oil will have hardened fully after 7 days, and the table will be completely ready for use. If any dry spots appear within 24 hours of treatment then the treatment should be repeated.

DISPOSAL

Do not pour oil into the sewage system. Dispose of according to local regulations.

Oil-soaked cloths and gloves to be disposed of in closed metal containers to avoid self-ignition.

WARNING

Oil cloths and sponges may self-ignite if not properly stored. Destroy oil cloths and sponges by rinsing in cold water or keep in airtight metal or glass containers. Never pour oil directly onto furniture and never use steel wool. Please note that the warranty does not cover damage caused by improper adhesion.

DAMAGE REPAIR

SMALL SCRATCHES:

Small scratches can be smoothed by sanding in the direction of the grain using grit 220 sandpaper. Repeat the oil treatment after sanding.

STEEL ON OAK:

Avoid leaving steel objects on oak for long periods of time. The steel will react with the wood and leave black marks that can only be removed by abrasion.

SCUFF MARKS:

Remove marks with an eraser or a soft cleaning sponge wetted with a little oil. Repeat the oil treatment if needed.

STAINS FROM LIQUIDS SUCH AS RED WINE, GREASE AND OIL:

Carefully rub the stain with a soft cleaning sponge wetted with oil. If the stains have been absorbed into the wood, sand with grit 180 sandpaper, then with grit 220 sandpaper. The wood is now untreated and must be oiled following the above directions. The treated area may become a little lighter, particularly in darker woods. This effect will wear off over time.

CANDLE WAX:

Let the candle wax solidify and remove as much as possible with a sharp object - be careful not to scratch the wood. Then carefully rub the stain with a soft cleaning sponge wetted with a little oil.

DENTS AND SCRATCHES:

Most dents can be mended if wood fibres have not been broken. Brush the dents with lukewarm water (the water will raise the wood). Once dry, sand the surface with grit 220 sandpaper. Repeat the oil treatment after sanding.

PENS, WATERCOLOUR AND MARKERS:

Try to remove as much of the stain as possible using heavy blotting paper and a solvent that matches the stain, e.g. Alcohol for marker or felt tip pen stains.

INK:

Try to remove as much of the stain as possible using blotting paper and an ammonia solution (approx. per cent). Please note that the solution may irritate the eyes, the skin and the respiratory system. Always read and follow the instructions on the product in question.

BURN MARKS:

In most cases, superficial burn marks can be removed by abrasion. Avoid abrading on a local area as this may create a depression. Instead abrade over a larger area. You may want to consult a professional (e.g. a cabinetmaker) before you attempt to repair the damage yourself.

NOTE - When working with abrading materials such as soft cleaning sponges and sandpaper, always work in the direction of the grain. Always abrade over a larger area to avoid creating a depression.

VENEER/LAQUERED WOOD (chairs & table tops)

GENERAL INFORMATION

Never use cleaning abrasives, steel wool or polish. On the contrary, use as mild and lenient a cleaning detergent as possible. Always follow the directions for use provided on the cleaning detergent in question. No cleaning detergent will take away all types of stains. If specific stains have occurred on the furniture, you may have to clean them in another way than suggested in the following.

The following recommendations only apply where the stains are superficial; they do not apply where the lacquer has been penetrated.

WARNING

Natural wood lacquered surfaces do not stand moisture, heat or alcohol. All spilt liquids must therefore be wiped up immediately.

Table tops:

Never place/use hot-plates, candles, fondue sets or similar inflammable items directly on the table top.

NOTE - The lacquered surface on products in natural wood/veneer will take on a patina within the first weeks of use. For tables, make sure that nothing is placed on the surface in the same place for long, as this will result in stains and discolouring. How much and how fast the surface will patinate depends on the exposure to light. Please note that extension leaves, which for certain table models are put together and stored under the table top, must be clean and completely dry before storage.

DAY-TO-DAY CLEANING

Wipe the furniture with a clean cloth. Stains and dirt can be removed from the furniture with a clean cloth wrung in water, or in a solution of hot water and a universal cleaning detergent (ammonia acceptable), soap flakes (1/4 dl (decilitre) soap flakes for 1 litre hot water, cooled), a washing detergent or hot water with about 10% vinegar. Finally, wipe off the table top with a clean, dry cloth. Warning: Beware of excessive use of water on the table tops in order to prevent the coating on the table top and

the aluminium edges will detach from the table top. When cleaning, water should be used only in small quantities, preferably just a damp cloth, and the table should subsequently always be wiped with a dry cloth.

Always wash off with clean water. To avoid stripes/blotches you should then wipe the furniture with a clean, dry cloth until it is completely dry.

THOROUGH CLEANING

Wipe off loose dust/dirt. Wring a clean cloth in a solution of water and a universal cleaning detergent (ammonia acceptable). Pour a little extra cleaning detergent on the cloth and wash the furniture until all stains are dissolved. Alternatively, the cleaning detergent can be applied directly on the stains - leave it for a while to take effect, before wiping it off again. Wash off with clean water. To avoid stripes/blotches, you should finally wipe the furniture with a clean, dry cloth until it is completely dry.

STAIN REMOVAL

Warning: Benzene, methylated spirits etc. are inflammables. Only use with caution. Make sure that the room is ventilated.

- Ballpoint-/spirit pen/wax crayon - Benzene followed by a universal cleaning detergent
- Chewing gum - Benzene
- Coffee/tea - A universal cleaning detergent
- Cosmetics/shoe polish/wax - A universal cleaning detergent
- Fats/oils - A universal cleaning detergent or benzene
- Indian ink - Benzene followed by a universal cleaning detergent
- Lacquer/glue - Benzene followed by a universal cleaning detergent
- Paraffin wax - Benzene
- Printing ink - Benzene followed by a universal cleaning detergent
- Red Wine/juice - A universal cleaning detergent
- Soot/nicotine - A universal cleaning detergent
- Finger-prints - A universal cleaning detergent or methylated spirits/a window cleaning detergent