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# Tait. Care, Maintenance & Warranty



## CARE AND MAINTENANCE

Your Tait product requires some ongoing care and maintenance to encourage its longevity, and keep it looking good. The frequency of maintenance will vary according to your personal requirements and the environment in which the products are placed. Furniture placed in coastal areas requires special attention and regular maintenance. Exposure to sea air environments may accelerate deterioration to a product's finish, regular and frequent cleaning outdoor furniture is highly recommended. For more details, please refer below to the materials and finishes relevant to your product.

### CARE OF TIMBER- SPOTTED GUM

Spotted Gum species *Corymbia (eucalyptus) Malacuta*, is a sustainable timber native to Australia. Our Spotted Gum is finished using Deck-Doc Outdoor Furniture Oil. For stockists go to [www.deckdoc.com.au](http://www.deckdoc.com.au).

Being a natural material, timber may change colour, or even crack due to humidity levels and sudden changes in temperature. Left outdoors, timber undergoes a natural process of oxidation that affects its colour, which turns an attractive silver-grey shade. Tait timber furniture is pre-oiled and needs to be maintained. The hotter the climate and the greater the exposure to the sun, the more frequently the timber will need to be oiled. We recommend a quarterly application in a harsh climate or commercial environment or if you wish to maintain the original timber colour.

To restore the original appearance of timber, lightly sand all over and apply the recommended finish per manufacturers instructions.

Stain, varnish or paint is not recommended for exterior use since weathering will make constant refinishing a necessity. If desired, timber may be scrubbed with warm soapy water and soft bristle brush. Pressure washing, steel wool/wire brushes are not recommended.

**Tannin Warning:** Tannin is a naturally occurring substance in timber and will leach the first few times it is exposed to water. It will stain timber decking and paved areas that are light in colour. Objects left on the timber surface will also draw tannin out, creating surface marks. Cleaning and removal of these stains is a simple and easy process using soap solution or a deck/paving cleaner. Tannin staining is not covered by the Tait warranty.

### CARE OF TIMBER- ACCOYA

Accoya® timber, is a high performance wood which has properties that match or exceed those of the best tropical hardwoods and treated woods, yet is manufactured using wood from sustainable sources. Our Accoya® products are finished with WOCA® Exterior Oil. For any further information on this product, please go to [wocawoodcare.com.au](http://wocawoodcare.com.au)

Accoya® products are finished with WOCA® Exterior Oil. This deep penetrating hardening oil provides superior UV protection and remarkable strength against wind, water and green growth from damp and wet conditions. WOCA recommends an annual rejuvenation of the oiled surface, however the hotter the climate and the greater the exposure to the sun, the more frequently the timber will need to be oiled.

### CARE OF POWDER COAT

Wash regularly with warm soapy water and mild detergent using a soft cloth (in mild environments every 6 months. For commercial, industrial or marine environments we would recommend monthly maintenance. Always rinse well with water, to remove any remaining detergent.

Avoid steam cleaning, abrasive cleansers, steel brushes/wools and cleaners containing chlorine. Avoid scratching the surface by dry dusting. Do not allow dirt or bird droppings to accumulate, dry out and harden. Never use strong solvents to clean powder-coated surfaces. Dull surfaces can be revived using car polish.

Touch-up paint may be requested and can be used to repair minor nicks and scratches. Powder coated stacking chairs are designed to be set in place, not forced. Rough treatment of stacking furniture can result in damage, which is not covered under warranty.

## CARE OF STAINLESS STEEL

Wash regularly with soapy water or detergent using a clean cloth, and if necessary, a 3M Scotch Brite Pad. Remove non-washable deposits on Stainless Steel surfaces with a cream cleaner (non-abrasive) or commercial stainless steel cleaner. Clean in one direction only, along the original polish lines. Do not use steel wool or metallic scrapers. Do not allow dirt to accumulate, dry out and harden. Should tea staining occur, clean with hot soapy water and a nylon Scotch-Brite pad.

**Tea staining warning:** 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 is prevalent around the coastal fringes of Australia. Tea staining does not affect the structural integrity of the material.

## CARE OF COMPACT LAMINATE

Tait use FunderMax Exterior high-pressure laminates (HPL) which offer extremely effective weather protection. Particularly suited to outdoor application, these products are scratch resistant (not scratch-proof), easy to clean, solvent resistant, extremely weather resistant, impact resistant and offer optimal light fastness.

Dust with a soft, non-oily cloth and wipe spills using a damp cloth. For more stubborn stains use hot water and household detergent, then remove with clean water or window cleaning agent. Repeat several times if necessary. To prevent streaks or smears, always rub surface dry with an absorbent clean cloth (preferably paper towels). Never use steel wool, metallic scrapers or strong solvents to clean.

## GLASS

Tait glass top tables use toughened glass, suitable for furniture applications as per the Australian Standard 4669.

Although the product is much more durable than normal glass, it is not unbreakable. Toughened glass should receive the same care as normal glass. Careless handling or use sometimes produces damage, which may not be immediately visible to the naked eye. Avoid dropping objects on the glass, which may weaken it. Damaged glass may spontaneously shatter if later subject to the thermal or mechanical stress. Tables should not be dragged at any time to avoid damage to glass.

## MARBLE AND GRANITE

Tait use unsealed and honed Cararra Marble and Cambrian Black Granite. Both products are natural stone and the vein and colour intensity may vary in each individual piece. Clean marble and granite with warm soapy water, or a wet cloth. For stubborn stains use a creme cleaner with a soft sponge or cloth. Do not leave any liquid on the stone for extended periods, as this will penetrate the stone and may leave a stain.

## FABRICS AND UPHOLSTERY

Tait recommend and use a selection of fabrics, specifically designed for applications in outdoor environments. We suggest regular vacuuming of fabrics to remove dust and dirt. It is advisable to treat spills and stains as soon as possible. Please refer to individual suppliers for detailed information on care and maintenance.

Volley Rope - For proper cleaning of the rope, use a damp cloth in a solution of warm water and mild soap, then rinse with another damp cloth with water only. Allow to air dry. If the stain is deep or dirt persists, re-wet the rope with soap and water and rub with a soft plastic bristle brush. Rinse and let dry.

## WARRANTY

Your Tait furniture has a structural warranty for 5 years from the date of purchase against any defects in workmanship, and must be cared for in accordance with the care instructions supplied. This warranty is in addition to the rights granted by Victorian State and Federal laws, and in particular the Trades Practices Act 1974 and corresponding State Fair Trading legislation. This warranty claim shall be deemed void if repair work is carried out without prior consultation with Tait.

### TIMBER

Tait uses Spotted Gum species *Corymbia (Eucalyptus) Maculata* a sustainable timber native to Australia. We select our timber carefully to address cracks, warping and splinters - but it is a natural product and may be prone to unforeseen changes. The timber component is covered for 5 years from date of purchase, subject to proper maintenance by purchaser and fair wear and tear. The warranty extends to the timber for serious faults (such as severe twisting or severe splitting).

End checking will appear and is not claimable under warranty. Tannin may leach from the timber and will stain timber decking and paved surfaces that are light in colour. This is not covered by the Tait warranty. Please refer to the timber section of the care and maintenance instructions.

Any changes in the visual appearance of timber that are directly linked to ageing are not covered by warranty. As wood is a living material, the appearance of its surface evolves naturally over time.

Accoya® wood is perfect for exterior furniture applications. It is non-toxic and able to withstand the rigors of different weather conditions. The Accoya® timber component is covered for 5 years from date of purchase, subject to proper maintenance by purchaser and fair wear and tear.

Accoya® wood that has been treated with tinted WOCA® Exterior Oils may fade when placed in direct sunlight. This is not covered by the Tait warranty.

### STAINLESS STEEL

Tait provides a 5-year warranty on stainless steel framework against structural defects.

The corrosion of stainless steel and steel parts due to use in a confined chlorinated environment or as a result of direct use in harsh seafront locations is not covered under warranty. Tea staining will occur on Stainless Steel and is not covered under this warranty

### POWDERCOAT

Powder coat is a decorative finish for indoor and outdoor use. While it assists with metal protection, it is not a corrosion protection in its own right. The components of Tait powder coated products are produced in either aluminium or mild steel. The base materials are treated with two levels of pre-protection that guard against corrosion. The products are then powder coated to make the surface resistant and suitable for use in exterior environments.

Minor corrosion spots under table tops, seats and bases do not affect the structural integrity of the product and are not covered by warranty.

Whilst every care is taken to provide the most suitable finish according to the use and the environment the product will be subjected to, Tait cannot guarantee this decorative finish against scratching, scuffing, chipping, fading or corrosion and as a result of direct use in harsh seafront locations.

When choosing a colour for outdoor use please select a suitable UV stable choice, as the product is not warranted against natural fading.

To ensure longevity of this finish please refer to the care and maintenance.

## COMPACT LAMINATE

FunderMax Exterior high-pressure laminates (HPL) provide extremely effective weather protection that is particularly suitable for outdoor applications. This product has been chosen for its high weather resistance, optimal light-fastness and scratch resistance. The laminate is not scratch-proof, with small nicks and scratches deemed general wear and tear. This is not covered by warranty.

Please refer to the compact laminate section of the care and maintenance instructions.

All compact laminates are bound by the warranty of the manufacturer. Tait provides no warranty direct or indirect, implied or referred.

## GLASS

Tait glass top tables use toughened glass, suitable for furniture applications as per the Australian Standard 4669. Glass is not guaranteed against scratching and chipping and this is not covered by warranty.

Tait provides no warranty direct or indirect, implied or referred.

## MARBLE AND GRANITE

Marble and granite are natural stone products. Each piece of marble and granite has inherent qualities that may vary - veining, tint, density, etc. Minor pitting and/or surface fissures are normal in natural stones and none of these characteristics are considered defects. Colour, veining and tint may vary from piece to piece. The product is not scratch-proof and small nicks and scratches are deemed general wear and tear and are not covered by warranty.

All marble and granite products are bound by the warranty of the supplier. Tait provides no warranty direct or indirect, implied or referred.

## FABRIC

Tait use a selection of fabrics suitable for outdoor use.

Please refer to the manufacturers fabric care and maintenance instructions. All fabrics are bound by the warranty of the fabric house. Tait provides no warranty direct or indirect, implied or referred.

**Upholstery:** Tait offer a 1-year warranty on upholstery components - this includes foam and finishing (stitching, zips). Furniture coverings are not included in this warranty and are bound by the fabric house warranty as above.

## **EXCLUSIONS**

Tait will not accept responsibility in any way for damage caused by misuse, abuse, or accident and such damage shall be construed as a breach of the warranty contract.

This warranty does not apply to normal wear and tear.

Tait is not liable for fading or natural aging of the timber, non-structural defects in the timber, naturally occurring timber features, surface and end checking.

General wear and tear or natural fading of the materials used.

Corrosion originating from scratches or abrasions that result from general wear and tear and which cannot be removed via standard cleaning and maintenance processes.

Minor spots of rust under tabletops, seats and bases. These are a natural outcome of the material used (mild steel).

The corrosion of stainless steel parts due to use in a confined, chlorinated environment.

The corrosion of steel furniture, including stainless steel, as a result of direct use in harsh seafront locations.

Tait will provide repair options and make available parts or complete items free of charge at our discretion.

Transportation costs for replacement parts and labour costs for repair or replacements are excluded from the warranty.

Tait shall not be liable for, and specifically excludes, any claims caused directly or indirectly by any event or matter beyond its control, including incidental, consequential or contingent damages suffered as a result of the use of the furniture or a breach of this warranty either written or implied.