

# WARRANTY CONDITIONS

Hartman products are designed and manufactured using quality materials, with care and attention to detail.

## WARRANTY BENEFITS

Hartman Pacific Pty Ltd ('Hartman') warrants the product will be free of manufacturing faults and defects for the following periods:

- Aluminium frames, 3 years
- Steel frames, 1 year
- Har-Tex™ slings and vinyl straps, 1 year
- Cushions, 1 year
- Resin products, 1 year
- Powder coated finish, 1 year
- Timber, 1 year

From the date of purchase and subject to the terms set out below, this warranty is offered on the basis that any warranties, conditions or rights implied, by statute or otherwise, in connection with your acquisition of the product are excluded to the fullest extent permitted by law. Our liability for breach of this warranty or breach of any implied warranties, conditions of rights which cannot be excluded but can be lawfully limited, is limited, at our discretion, to the cost of replacing or repairing this product or the cost of providing an analogous product. To the extent allowed by law, this warranty is offered for the benefit of the original product purchaser only and is not transferable.

## WARRANTY CONDITIONS

- Proof of purchase (dated receipt) is required for all warranty claims.
- The finish is warranted against peeling, cracking or blistering; fair wear and tear excepted. However this does NOT apply if the unit has been scratched or abraded though negligent and/or improper use.
- We reserve the right to make substitutions with similar merchandise should the model or colour no longer be available. The replacement will be on the individual item or items, not the complete setting.
- This warranty takes effect from the day of purchase and will not be renewed or extended as a result of a product being repaired or replaced pursuant to a claim.

## WARRANTY EXCLUSIONS

- Fading due to weather exposure or damage to the frame, resin wicker, fabric or cushion through accident, misuse or negligence.
- Ordinary wear and tear, including chipping, scratching, loss of lustre, checking and leaching of timber (see timber maintenance requirements).
- Stains, mildew, stretching or flattening of fabric, cushions or resin wicker.
- Any damage caused by negligence or misuse.
- Glass breakage – for glass care please refer to the table sticker.
- Hartman Pacific and its authorised agents will not be responsible for shipping and packaging charges incurred in making a claim under this warranty. You should contact the store of purchase for assistance.
- The warranty does not apply in respect of any damage caused to the product as a result of failure to comply with installation or care instructions provided on this card or in an accompanying assembly instruction sheet.
- This product is designed for domestic use only. The warranty does not apply to any damage caused to the product as a result of the product being industrially or commercially applied.

## IMPORTANT SAFETY INSTRUCTIONS

- Do not sit on tables as this may put undue stress onto the joints of the table and hardware, which could cause breakage and/or personal injury.
- Furniture should not be dragged at any time. When moving furniture, lift it, do not drag.
- Avoid swinging backwards on the rear legs of furniture – it could cause breakage and/or personal injury.

## ATTRIBUTES

**Aluminium Frames and Table Tops:** Our range is made of lightweight powder coated aluminium that should, if used in accordance with care and maintenance instructions, remain rust free for the life of your furniture. All chair legs have nylon glides to prevent scratching on tiled surfaces.

**Timber Frames and Table Tops:** All timber products are made from 100% FSC certified wood from well managed forests. Our Acacia timber is fast growing, close grained, durable plantation timber derived from the wattle family. It has the ability to thrive in even the most arid environment. Acacia timber bears the scars of time – i.e. wind cracks, various sized knots and hairline fractures, ensuring every piece has its own rustic grain pattern, colour and feel. Our timber products will naturally expand and contract depending on the weather. In time additional cracks and bumps will occur.

**Hart-Wood™:** Hart-Wood™ is made from high tech polymer suitable for indoor and outdoor use. Do not place glass ashtrays, vases or any glass items on table; or expose Hart-wood™ slats to excessive heat as marking may occur.

**Straps:** Hartman vinyl is specifically formulated to retain its shape and should, if used in accordance with care and maintenance instructions, be resistant to climatic conditions. Each strap is double wrapped around the frame and secured in place.

**Steel Frames and Table Tops:** Our steel is painted with a protective layer of powder coat to protect against the elements. Following the care and maintenance instructions is vital to ensure the longevity of the product. Particular care must be taken when exposed to a salty environment.

**Cushions:** We utilise a high grade of 100% polyester fibre fill, which provides excellent recovery, durability and comfort. Our cushions come in polyester, Har-Tex™ or Olefin fabrics and are specially designed, woven, printed and treated.

**Furniture Fittings and Hardware:** Bolts and screws are manufactured using zinc coated steel. Surface discolouration may occur when exposed to environmental factors.

**Slings:** The slings are made of Har-Tex™, a product of woven PVC coated polyester fabric, which is used for its versatility and strength. The fabric is stretched between dual sling rails that beautifully frame the fabric.

**Wicker:** The wicker chairs are hand woven using modern resin materials. Hartman wicker is weatherproof, UV stabilised, low maintenance, environmentally friendly and recyclable; and providing that it's used in accordance to care and maintenance instructions, will not splinter, sag or stretch.

## CLEANING, CARE AND MAINTENANCE

**Fabric Care:** In the interests of extending the life of your cushions and sling chairs, we recommend that when you are not using them, you store them in a cool dry area away from extreme sunlight; or that you cover them with commercially available furniture covers. Always ensure fabrics and fill are dry before

storing. As noted above, cushion and sling fabric fading resulting from general wear and tear, or from failure to comply with these care maintenance instructions, is not covered by warranty.

## Aluminium Frames and Table Tops:

- Use mild soap, warm water and rinse clean. Particular care must be taken when exposed to a salty environment.
- Do not use abrasive products or chemicals.

**Timber Frames and Table Tops:** With regular maintenance, you will enjoy your timber furniture for years to come. Some simple steps will enable you to preserve the full beauty of the timber. The amount of care required for your timber outdoor setting is directly related to the amount of exposure to the weather. Your timber setting has been pre-treated with a penetrating oil stain that enhances the grain. The oil stain provides additional protection against the elements, and contains UV inhibitors and fungicide. However, we highly recommend that it should not be left to weather – once exposed to the elements for even a few months without protection your timber may develop cracks, checks (small surface cracks), warping and fading. These cracks won't affect the structural integrity of the product. Therefore we recommend that you do not leave your timber furniture outdoors when not in use. Applying high-quality timber oil is highly recommended within the first 4 weeks. In a fully protected environment (e.g. covered patio or veranda) we recommend oiling 2-3 times a year. In situations of full exposure to the weather, we recommend you use an oil with in-built UV protection, re-coating every 3 months. Please note that the above application periods are meant as a guide only. In periods of extreme weather conditions (high levels of rain or increased hours of sun) it is recommended that you increase the maintenance frequency. We also recommend using covers on your furniture when it is not in use or during extreme weather conditions.

If the timber is exposed to rain, the surface fibres of the timber will rise slightly and have a rough texture. This is normal; we recommend a light sanding to return the surface to a smooth finish. Then apply a timber oil with built-in UV protection. If untreated, the outer surface will naturally discolour in time and surface checking (hairline cracks) may develop.

All timbers contain a content of resin/sap which may initially bleed out when wet. This can stain unsealed and porous surfaces. Damp timber surfaces could also stain clothing or cushions if bleeding has not been completed. Stains may be removed by scrubbing with a strong bleach solution. If left, stains may fade over time. As the nature of each piece of timber is different, the bleeding period is an unpredictable length of time.

There is a minimal risk of leaching/bleeding and all precautions have been taken to reduce the risk of timber leaching. In the unlikely event there is some leaching, we recommend the following process as a precautionary measure:

To accelerate the bleeding process and to avoid staining, we highly recommend hosing down the furniture several times on a grassed area which diminishes the leaching process.

Timber furniture can be cleaned. Rinse the furniture and use a sponge or soft bristle brush to scrub the furniture with a mild cleaning solution. Lastly, rinse the furniture with fresh water. To maintain the original finish, reapplication of a high-quality oil is recommended. Paint or any products with polyurethane are not recommended, as application of these products will void the warranty.

## Hart-Wood™:

- Brush off loose dirt and dust regularly.
- Do not use abrasive products or chemicals.

**Steel Frames and Table Tops:** Clean with warm, soapy water. Damage to the paint finish may cause corrosion. Touch up any damage with paint immediately. To maintain the gloss on non-textured finishes, protect with a fine automotive wax. On textured finishes, periodically apply mineral or baby oil. Severe stains may require light sanding and touch-up painting. The finish is formulated and baked on to make it highly resistant to repellents and lotions. To avoid discolouration, clean the frame as soon as possible after exposure to these chemicals. In cold climates, be sure to drain any water accumulated inside the frames before storing for the winter.

## Cushions, Slings and Wicker:

- Remove stains promptly to prevent permanent marking.
- Wash fabric with mild detergent.
- Rinse thoroughly with clean water.
- Do not use any solvent cleaners.
- Do not bleach, dry clean, machine wash or tumble dry cushions.
- To remove surface dust, regularly vacuum wicker furniture using the soft bristle brush attachment. To get stubborn dirt, fuzz, or animal hair out of the crevices use a new, dry paintbrush to brush it out.

For all furniture, we recommend that you check and tighten any loose fittings and joints after an initial period of use of around 3-6 months. For assured long life of your furniture, regular checking and tightening of any bolts should be carried out on a 6-12 month basis. Always take care not to overtighten bolts when assembling and maintaining your furniture.

## Hartman – the responsible choice!

### FSC® Certified Timber

The Forest Stewardship Council® (FSC®) is an international non-profit, multi-stakeholder organisation established in 1993 to promote responsible management of the world's forests. The FSC® does this by setting standards on forest products, along with certifying and labelling them as eco-friendly. All Hartman Timber is FSC® certified meaning it is ethically sourced from plantations with no damage to natural forests.



The mark of  
responsible forestry