

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

Andreu 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.