

## **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 7 year warranty on their products to be free of manufacturing defects or faults from date of delivery. This warranty excludes damage due to normal wear and tear, abuse or misuse of the product or use for other than it's intended purpose.

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Help and Contact Details:  
Brendan Phillips – Service Manager  
E : [service@kezu.com.au](mailto:service@kezu.com.au)  
P : 02 9669 1788

## WARRANTY

Bernhardt Design through their agent KE-ZU Pty. Ltd. warrants their products to be free of manufacturing defects or faults for a period of 5 years from date of delivery, in case of manufacturing fault. This warranty specifically excludes damage due to normal wear and tear, abuse or use of the product for other than its intended purpose.

## CARE + MAINTENANCE

### Natural Materials

Natural color changes, variations or movements in lumber or veneer products, exposure to extreme temperature changes and direct sunlight may cause color changes and/or surface damage. These are circumstances beyond the control of Bernhardt Design and are not warranty issues.

Certain chair styles with exposed wood require construction methods that accent color variations in light and natural stains. These variations are not considered product defects and are not warranty issues.

### Wear and Tear

Damages to stacking chairs caused by stacking/unstacking methods are not controllable by Bernhardt Design and are not considered warranty issues. This warranty is the customer's exclusive remedy for product defect and does not apply to damage caused by a carrier, dealer, installer, user modification, or attachments to a product. Bernhardt Design has the exclusive right to make the final determination of product misuse or abuse. This warranty excludes fabrics, leathers and any other textiles for wearing quality, color fastness, shrinkage, wrinkling, stretching, or dye lot match

### Care and Use

Finished wood surfaces should be cleaned with a soft damp cloth, wiping in the direction of the grain. Dry with a soft cloth, wiping in the grain direction. Do not use waxes or furniture polish as these will cause an unsightly film build-up.

## Polyethylene

Polyethylene is a thermo-plastic from the polyolefin family. Polyethylene has high mechanical resistance, is not toxic and does not pollute

Furthermore, it has optimum chemical resistance characteristics as no solvent can dissolve it at room temperature. The products manufactured in this material, thanks to its resistance to atmospheric agents, can be kept outside. Sharp or cutting objects can scratch the surface of the polyethylene, as with other materials such as wood or metal.

### Resistance to High Temperatures

Polyethylene is a non-inflammable, self-extinguishing thermo-plastic. Its resistance to high temperatures is limited and, therefore, it should be kept away from sources of very high heat.

### Cleaning

The surfaces of thermo-plastics are easily cleaned with a damp cloth soaked in water and soap or with commercial liquid detergents. Products containing the following must be avoided: acetone, trichloroethylene, ammonia and ethyl alcohol (may cause colour variations).