

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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WARRANTY

Chorus through their agent KE-ZU Pty. Ltd. warrants their products to be free of manufacturing defects or faults for a period of 2 years 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

Polypropylene + ABS Plastic

Research shows that plastics have a limited life span which varies from material to material and article to article, but the exact limits are not yet known. It is on this basis that our products are sold. Cleaning of plastic furniture should generally be kept to soap and water as many cleaning agents readily attack plastic. To reduce the build up of static, plastic furniture should be rinsed with a mild detergent solutions and allowed to air dry. Polypropylene also contains an anti-static additive to minimise this problem. In case of abrasion or scuffs, these can be removed with metal polish. As a rule, wax and silicone polishes should never be used on any plastic finish.

Textiles

The key to any successful cleaning is in the proper identification of the fibre content. There are many commercial products available for general and spot cleaning purposes and when the manufacturers instructions are followed carefully, they produce excellent results. Cleaning instructions are normally issued by the textile manufacturer as many fabrics need specialist care and cleaning processes.

PVC

Wash with soap and water to remove surface grease and dirt. A soft brush can be used. Under no circumstances should detergents, chemical cleaners or furniture polishes be used.

Hide Grain Leather

Sponge lightly with soapy water using a good quality soap, leather soap or mild washing up liquid. Do not use powdered detergents. Follow with a clean damp cloth and finish with a clean dry cloth.

Suede

Brush up the nap with a soft natural rubber. Do not use a wire or hard bristle brush. In cases of severe staining, consult a specialist cleaner.

Wood + Veneer Surfaces

There are many natural and synthetic finishes applied to wood, each of which requires special treatment, but wood and veneer surfaces actually require much less maintenance than is generally thought necessary. Over enthusiastic use of wax polish on a matt finish will downgrade the surface resistance as well as develop a gloss look. Wood surfaces should be dusted frequently using a soft cloth. Unless fine particles of dust are removed they act as an abrasive and cause minor scratches to appear. Always follow the line of the grain while dusting as wiping across the grain causes the grit in the dust to scratch. A damp cloth and a little mild washing up liquid should be used for cleaning, followed by a soft, dry, clean cloth. Do not leave surfaces in a damp condition.

Glass

Glass top tables can be cleaned with a soft moist chamois leather followed with a dry lint-free cloth. Persistent greasy smears can be removed by rubbing with damp newspaper.

Marble

Polished marble tops do not readily soak up liquid but they are damaged by the action of acid and alkalis; coffee, tea, vinegar, wine, spirits, milk, butter etc. The use of table mats and coasters reduces the possibility of damage. Spilt liquids should be wiped off immediately and the table surface cleaned with a soft cloth and warm water and mild washing up liquid. Soap should not be used.

Plastic Laminate

Laminates are tough and require less maintenance than other surfaces. Do not abuse them - they are not intended for use as a cutting or chopping surface. They do scratch. To clean, wash with soap or washing up liquid and a little water to remove surface grease and dirt and finish with a dry cloth.

General

Dust furniture regularly. Follow the grain of the wood when dusting. Use coasters / mats under plates, mugs, plants etc. to prevent ringing and staining. Do not use silicone polishes or self-polishing waxes on furniture. Do not use rubber mats unless they are felt backed - some rubber compounds may stain or soften veneered surfaces. Do not allow water to remain on veneered or wood surfaces - very few finishes are completely water resistant. Do not place furniture in badly ventilated rooms - woods absorb or give off moisture depending on the atmospheric conditions.

Do not put upholstered furniture near radiators or direct sources of heat for long periods of time. Do not expose upholstered furniture to long periods of sunlight as ultra-violet rays not only bleach colour, but also deteriorate the fabric itself, reducing durability. Do not pull loose threads - always cut with a sharp pair of scissors. Above all, inspect and clean furniture regularly. Accumulated dirt contributes more to permanent damage more than any other single factor.