

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.

–

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

WARRANTY

EMU 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

The connection between the high qualitative and functional standards of the materials used, constitutes the main guarantee of the sturdiness and the resistance of the company's products over time. Respecting the rules of maintenance and use, specified as follows, will ensure the success of these products, which were devised with EMU quality, to last a long time.

CARE + MAINTENANCE

Stainless Steel

Do not use the following products on any parts made of stainless steel:

- Chlorine bleach or detergents containing bleach (they can corrode stainless steel).
- Hydrochloric acid or products containing chlorides (they can corrode stainless steel).
- Salt, limestone or acids (contained in coffee, wine, orange juice, tomato juice, lemon, etc.) may discolour parts made of stainless steel if not cleaned promptly.

Products or parts made of stainless steel used near the seaside or for the interior decoration of swimming pools require more frequent cleaning in order to remove chlorides deposited on them and to prevent corrosion and chemical deterioration of the external surfaces.

Stains or rust noted on stainless steel surfaces must be cleaned promptly. Stains left in place for long periods may become permanent. Rust may cause chemical reactions or corrode stainless steel.

To remove stains or rust:

Apply a specific non-abrasive detergent or polish for stainless steel. Test the product on a stain in a place that is not easily visible to make sure that the original surface finish has not been damaged.

Remember to rub in a linear direction (not circular). Do not use abrasive pads. Rinse thoroughly with clean water. Lastly, dry thoroughly in order to prevent streaks from occurring, rubbing in the sense of the fibres.

Varnished metals

To clean surfaces in varnished metals, use cold water and non-abrasive or aggressive liquid detergents. Apply with a soft cloth.

In the case of very dirty and/or aged surfaces, after cleaning, it is advisable to treat them with liquid paraffin. Apply with a soft cloth to revitalize the surfaces. In the event of stains caused by lime deposits on varnishes of coarse structure (eg. antique iron and indian brown) clean them with a cloth and a solution of white wine vinegar diluted in cold water. Before winter, carry out the cleaning phase and then treat the surfaces, moving parts and screws with liquid paraffin, using a soft cloth.

Do not store the tables putting table tops in direct contact with each other and where possible, put the furniture in a dry and sheltered place. Small scratches or damage to the varnished surfaces due to transportation, improper use or handling can be retouched and protected from corrosion with special varnishes, available at KE-ZU.

Wood + Teak + Iroko

The formation of the silver grey coating can be impeded at the beginning of the product's life by applying a solution of water and colourless oil for teak to exposed surfaces with a cloth. The oil must be highly diluted. When the surface is dry, polish with a jute cloth. Superficial stains caused by oil or other food products can be removed by intervening in time, before the wood can fully absorb them. Gently sand the surface in question and then polish with a rough jute cloth.

Synthetic Fabrics

Avoid prolonged contact with oily substances and/or dyes that could be absorbed by the covering material in PVC and cause permanent stains, in addition to damaging the structure of the thread. Do not use solvents or solvent-based detergents (avoid acetone). Use water and non-abrasive, colourless liquid detergents with a neutral PH. Let the detergent act for a few minutes. Rinse well

with water no warmer than 30°C. In the case you are using a pressure washer, keep the nozzle at a distance of at least 60/70 cm from the surface of the manufactured good. If necessary, repeat the operation.

Beach Umbrellas

Before starting to open the umbrella, make sure that the fabric has not got caught in the internal ribs. To open or close the umbrella, turn the handle in the direction indicated by the arrows and the works “Open” or “Close”. Incorrect operation could tear the string or damage the mechanism. Never force the ropes or handles. If they get stuck, check why this has happened and eliminate the possible cause.

For umbrellas code numbers 946, 947 and 990, when the umbrella is open, secure the safety chain in place.

Dralon or Polyester Fabrics

Hand-wash in lukewarm water (40°C) using a detergent for delicate fabrics. Treat any oily or watery stains with a sponge or soft brush, rinse thoroughly and dry in the shade. For more persistent stains use a gentle detergent or stain remover. Make sure that the fabric is completely dry before putting it away. Do not spin dry. Avoid dry cleaning. For the winter, it is advisable to remove the fabric from the structure and allow it to dry completely before putting it away.

Wooden Pole

Apply a wax-based wood-stainer at least once a year before the winter season. Close the umbrella when the weather conditions are unsuitable, i.e. strong wind or heavy rain. EMU umbrellas can be combined with special bases enabling them to be bracketed into place. If it is decided to position an EMU umbrella using ballast only, their suitability for use in conditions of moderate wind is certified.

General

Other Instructions for general use of the product on seats and sofas, avoid improper use such as: putting your feet on the chairs, swinging the seats on their back legs, sitting on the back rest (especially if it is made of fabric only), sitting on the armrests and using the product as a ladder. At the end of its use, do not dump the furniture in the environment but contact the companies responsible for the disposal of solid and municipal waste, for its transfer to the tip or its eventual recovery.