

PRODUCT WARRANTY AND CARE INSTRUCTIONS

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STREET + GARDEN

Warranty

Street and Garden Furniture Co. warrant that we will make good any manufacturing defects, provided that all due care in handling, installation and care of this item has been maintained for a period of 12 months from date of purchase. Except where performance of materials, such as timber surface finishes cannot be assured. In such cases we reserve the right to use our discretion to determine our actions and responsibility for any rectification works. We accept no liability for goods mishandled or deliberately damaged by misuse. Where timber is a component of these items, we will replace this, provided there is an obvious flaw in the timber that is not natural to the material.

Maintenance

Precast Concrete

Please be aware that with all new concrete based products efflorescence can become visible on the surface. This will generally weather away over time, although in some cases professional cleaning may be required. With coloured concrete products there is a possibility of colour variation between units. The base colour will always be the same, but varying tones in colour can occur due to mixing of concrete and pouring at different times. S+G produce precast concrete in both standard concrete and GRC (Glass Fibre Reinforced Concrete) For any concrete maintenance please contact S+G before proceeding.

Metal

Mild Steel - Powder Coated or HDG

Mild steel products manufactured at S+G have been galvanised to help protect the steel against corrosion. To maintain a product that has been manufactured using mild steel, wash the area with soap or mild non-abrasive pH neutral detergent and fresh warm water followed by rinsing with clean cold water then simply wipe clean with a soft cloth. The appearance of the surface can be improved further if the washed surface is wiped dry. For products in highly corrosive environments eg. coastal, it is recommended that the product be rinsed with fresh warm water on a weekly basis. For a higher level of maintenance lightly wax the coated surfaces with a high grade, non-abrasive car wax that contains U.V blocker and/or U.V. inhibitors.

Stainless Steel - Bead Blasted or Brushed

All stainless steel may become stained or discoloured over time, impairing the overall look with this brown discolouration called tea staining. Tea staining is discolouration of the surface of stainless steel by corrosion. It is a cosmetic issue only that does not affect the structural integrity or the lifetime of the materials. For best results to maintain stainless steel products, wash with soap or mild detergent and warm water followed by rinsing with clean cold water, with this process recommended on a weekly basis. The appearance of the surface can be improved further if the washed surface is wiped dry.

Aluminium - Powder Coated or Anodised

For best results to maintain aluminium products, rinsing the area with soap or mild non-abrasive pH neutral detergent and fresh warm water followed by rinsing with clean cold water then simply wipe clean with a soft cloth.

Timber

Timber surfaces are treated with an oil based finish as standard (839-Line Cabots Natural Decking Oil). Depending on levels of sun and water exposure it is recommended that all timber surfaces are maintained with two coats every 6 to 12 months. Hardwoods that are naturally dark in colour contain sap, also known as tannins. Decking oil does not seal this and with rain or watering, leaching of tannin and resulting staining of surfaces can occur. Diluted pool acid can be used to remove stains. Protective clothing should be worn and a small test of the solution should be completed first, to ensure surfaces are not damaged. S+G have a option available which removes the tannins and the natural occurring leaching that takes place, but only when requested.

Incidence of leaching generally occurs when items are new and generally stops after exposure to initial rain events. This is a naturally occurring process and we will not accept responsibility for any damage to surfaces that are affected by this tannin. With time and regular resurfacing with oil the timber surface will oxidise and darken.

Manufacturers of clear timber finishes generally offer no specific performance warranty. Our company applies coatings in accordance with manufactures instructions. We are unable to take responsibility for the lack of longevity that is inherent with these products.

Plastic

To maintain the great appearance wash the area with soap or mild non-abrasive pH neutral detergent and fresh warm water followed by rinsing with clean cold water then simply wipe clean with a soft cloth.

Other

In other cases most items can be removed and touched up where the finish has been extensively damaged. Street + Garden offer a refurbishment service, please contact us for more details.

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