



THEURBANATIVE

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## CLEANING & CARE GUIDELINES

TheUrbanative warrants the workmanship of each piece of furniture for 1 years from purchase date.

While all care is taken to manufacture furniture to the highest standard, this guarantee does not cover wear and tear. Care is taken during packaging however in the event that the furniture piece breaks during transport by the client, warranty will be limited.

### LIMITATIONS & EXCLUSIONS TO THE WARRANTEE

#### Use of Products

The warranty is limited to the clear specification of the reasonable use. In the event of items ordered for commercial use, the client is required to notify the manufacturer in order for necessary changes to be made to materials to allow for the high traffic.

#### Care

Warranty limited to generally accepted cleaning and care guidelines as provided.

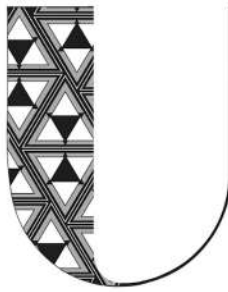
#### Fabrics

Fabrics supplied by TheUrbanative from its suppliers are not warranted as they are subject to wear and tear, however where available these fabrics are subject to supplier warranties. Specific fabric cleaning guidelines are available on request for each fabric.

#### Natural materials: Wood/ Marble

Variations created by nature including colour, grain and texture are not considered defects.





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## **GENERAL CARE**

It is important to carefully read and follow any care instructions provided with the product. Natural materials used in the product may have variations in color and surface. Only mild cleaning agents should be used; avoid harsh chemicals. To maintain the color of the materials, keep them away from direct sunlight and heat sources. Protect surfaces from heat, humidity, and strongly colored items. Products not explicitly approved for outdoor use are intended for indoor use only and should not be used outside.

## **MAINTENANCE AND MOVING FURNITURE**

To ensure safe moving, we suggest having two people lift the furniture from opposite ends. It is recommended to use old blankets to safeguard the floor while moving the furniture. Dragging the furniture across the floor should be avoided. After moving, tighten all bolts and screws before using the furniture again.

## **WALL-MOUNTED INSTALLATION**

For hanging a product, select a robust fastener that matches the material of your wall, whether it's drywall, plaster, or brick. Ensure to test the fastener's strength before hanging anything on it. Before drilling into the wall, place an open envelope below the spot to capture the dust and keep your work area clean.



## MILD & STAINLESS STEEL

We use powder coated steel, and in some cases, aluminium. Powder coated surfaces are harder and more durable than conventionally painted surfaces.

### POWDER COATED STEEL (MILD & STAINLESS STEEL)

To maintain the surface of your product, use a soft, dry cloth. Water should be avoided, but if necessary, use a damp cloth and a small amount of pH-neutral detergent such as dishwashing liquid. After cleaning, wipe dry to prevent damage or marks. Harsh chemical, polish, or oil treatments should not be used as they may cause damage. Similarly, solvents such as nail polish remover or turpentine should be avoided. Avoid using Handy Andy or detergents containing ammonia or bleach, and abrasive cleaning materials such as scouring pads. Extended exposure to moisture may affect the surface finish, particularly if the powder coating has been compromised. Our products are intended for indoor use only, unless otherwise specified. Certain conditions apply to indoor use, and for more information, please refer to the powder-coated metal with anti-rust treatment.

## WARRANTEES

Almost all powder contains UV protectants that maintain colour and gloss. The powdercoating is warranted for 1 yr; provided that no structural damage has occurred and that the cleaning guidelines provided are followed.



## MILD & STAINLESS STEEL

We use powder coated steel, and in some cases, aluminium. Powder coated surfaces are harder and more durable than conventionally painted surfaces.

### ECOATED POWDER COATED STEEL (ANTI-RUST TREATMENT)

If you reside in coastal areas where powder coated products might be exposed to damp or salty conditions, or if you plan to use a powder coated product in a bathroom, kitchen, or high traffic area where it will be exposed to steam or water, we recommend an additional anti-rust treatment to safeguard against rust. For these items, we may also provide stainless steel fixings. Galvanized items are appropriate for sheltered outdoor usage, but please note that rust might occur over time. Hence, we suggest not exposing the products to water for extended periods and recommend storing them in a dry place during rainy weather. Exposure to harsh weather can also impact powder coated surfaces; therefore, we recommend sheltered outdoor use and the same cleaning instructions as powder coated steel products.

## WARRANTEES

Almost all powder contains UV protectants that maintain colour and gloss. The powdercoating is warranted for 1 yr; provided that no structural damage has occurred and that the cleaning guidelines provided are followed.





## SOLID TIMBER

### (ASH/OAK/KIAAT & OTHERS)

Solid timber is a natural material, and therefore, no two pieces of furniture made of it are identical. Being a living material, it changes over time, and its structure and colour evolve accordingly. Our solid timber is FSC-certified, ensuring sustainable foresting, and we mostly use ash and oak solid timber. To clean the furniture, use a light furniture cream or aerosol cleaner. Some products may alter the timber's colour, so it's necessary to test them on the product's underside before use.

Nail polish remover or turpentine will harm the timber's surface, and you should avoid using Handy Andy or detergents containing ammonia or bleach. When treating, cleaning, or sanding the timber, always follow the direction of the wood grain. Protect wooden surfaces from sharp, hot, moist, or wet containers or materials using coasters or mats. Direct sunlight will cause timber to fade, and changes in humidity will cause it to shrink or swell. Small cracks in solid timber are normal, while extreme changes in humidity can cause warping, splitting, and cracking. It's advisable to regulate humidity where feasible. Light scratches and scuffs on solid timber surfaces can be sanded out, but after sanding, be sure to reseal the surface with a sealant suitable for solid timber. If the surface needs to be sealed again over time, lightly sand with 400-grit sandpaper and seal it with a sealant suitable for solid timber.

## WARRANTEES

The wood workmanship is warranted for 1 yr; provided that no structural damage has occurred, this is also in addition to the timber having been cared for as per the cleaning guidelines provided. The warrantee is limited to generally accepted care and maintenance of the product above. All timber for indoor use unless specifically designed for outdoor use.



## BIRCH PLYWOOD

Birch plywood is a more stable material than solid wood, resulting in less movement. It is FSC-certified, ensuring sustainable forestry practices. To clean, use a damp cloth and dry with a soft one. Avoid using solvents such as nail polish remover or turpentine, and do not use Handy Andy or detergents containing ammonia or bleach.

Always treat, clean, or sand birch plywood in the direction of the wood grain. Protect the surface from sharp, hot, moist, or wet containers or materials, and use coasters or mats. Direct sunlight exposure can cause fading of the plywood. If the surface needs to be resealed over time, lightly sand with 400-grit sandpaper (only on unstained timber) and use a sealant appropriate for birch plywood.

## WARRANTIES

The wood workmanship is warranted for 1 yr; provided that no structural damage has occurred, this is also in addition to the timber having been cared for as per the cleaning guidelines provided. The warranty is limited to generally accepted care and maintenance of the product above. All timber for indoor use unless specifically designed for outdoor use.





## BAMBOO

Everyday cleaning: Dust your bamboo furniture with a soft cloth or duster. From time to time, wipe it down with a combination of mild detergent and water. Heavier Cleaning: Start with a mix of detergent and water. Use a soft bristle brush – like a toothbrush – soaked in the mix to help you clean surfaces and crevices.

Dampen a cloth with the same mix for larger surfaces. Wring your cloth out, wipe down the furniture, and then follow with a dry cloth. The idea is to keep moisture from settling into the bamboo while still getting it clean.

Branded furniture cleaner is okay to use, but be careful. Avoid any cleaner with abrasives, acids, or oil. This kind of ingredient may have a reaction with the bamboo or with the bamboo construction agents (like sealant).

## WARRANTEES

The wood workmanship is warranted for 1 yr; provided that no structural damage has occurred, this is also in addition to the timber having been cared for as per the cleaning guidelines provided. The warrantee is limited to generally accepted care and maintenance of the product above. All timber for indoor use unless specifically designed for outdoor use.



## POWDERCOATED MDF

MDF board is non-toxic and is produced with organic dyes and melamine resins. Wood powder coating provides amazing design flexibility, quick turn-around on all products and is environmentally friendlier. Because powder coated components are completely encapsulated by the coating, the finish provides durability and protection unlike other finishes. The fused coating does not delaminate or separate from the edge. The powder coated MDF is resistant to: Abrasion, Scratches, Stains, Impact , Moisture , Chemicals

Clean with a damp cloth and dry with a soft cloth. Solvents such as nail polish remover or turpentine will damage the surface. Don't use Handy Andy or detergents containing ammonia or bleach. Wooden surfaces should not come into contact with sharp / hot / moist / wet containers or materials. Always protect the pigment board surfaces with coasters or mats. Extended exposure to direct sunlight will cause the pigment board to fade.

## WARRANTEES

The wood workmanship is warranteed for 1 yr; provided that no structural damage has occurred, this is also in addition to the timber having been cared for as per the cleaning guidelines provided. The warrantee is limited to generally accepted care and maintenance of the product above. All timber for indoor use unless specifically designed for outdoor use.





## TERRAZZO

Terrazzo slabs are made up of a custom mix of concrete, minerals and a water-based resin. The mix gives them strength and flexibility but they are not indestructable, they are strong and durable but should be treated like ceramic as they can break, chip or scratch if dropped or knocked against a hard surface. These surfaces harden over time as they cure (up to 90 days curing time) but they should be treated with respect – they way you would treat a timber surface. All surfaces are sealed with a durable floor sealer and are waterproof. They can be cleaned with a damp cloth and warm soapy water. With proper care they should last a lifetime, but will also show patina as they age, giving them a natural quality.

## WARRANTIES

### **From our Terrazzo manufacturer:**

We do our utmost best to ensure that your piece arrives in perfect condition. All our pieces can be mended if they do happen to crack or chip by accident, speak to us if this is the case. Air bubbles and slight imperfections are part of the process and cannot be avoided, but if your piece arrives broken, chipped or cracked please contact us immediately.



## MARBLE

Marble is a unique natural material, with no two pieces alike in color and pattern. Our marble tabletops have been carefully sanded and polished to showcase the stone's inherent beauty. We use non-chemical polishes that leave a satin-smooth finish, making it resistant to liquid and dirt. To maintain the marble's pristine condition, it is essential to dust it regularly. For cleaning, use a damp cloth and a small amount of pH-neutral detergent like dishwashing liquid. Wipe the surface dry after cleaning and avoid letting liquids dry on the marble, as this may cause damage. Avoid using harsh and abrasive chemicals or corrosives on the surface.

To prevent unsightly ring marks, use coasters under glasses and containers with liquids and clean up spills immediately. It is also crucial to handle hard or abrasive objects with care, as these may scratch the delicate surface of the marble.

## WARRANTEES

Marble is not warranteed as this is a natural product.





## TOUGHENED GLASS

We use toughened glass to ensure safety. For regular cleaning, use a soft, dry cloth. Finish by wiping with a dry, lint-free cloth. Take care not to use any glass / mirror cleaning product on a powder coated surface.

Anything sharp or rough can scratch a glass surface. Ensure that glass tabletops are securely positioned on their base. Remove glass tabletops when moving tables.

## WARRANTIES

The glass table framework workmanship is warranted for 1 yrs; provided that no structural damage has occurred, this is also in addition to the overall mirror having been cared for as per the cleaning guidelines provided framework workmanship is warranted for 1 yrs; provided that no structural damage has occurred, this is also in addition to the overall mirror having been cared for as per the cleaning guidelines provided.

There are no warranties for the glass portion of our pieces.





## MIRROR GLASS

Use a soft, clean damp cloth to clean mirror glass. Do not allow the edges of the mirror to remain wet for extended periods of time. Do not use acidic or alkaline chemicals on the mirror, and never use abrasive cleaners/powders or steel wool.

For a more thorough cleaning, use commercial glass cleaners without ammonia or vinegar.

## WARRANTIES

The mirror framework workmanship is warranted for 1 yrs; provided that no structural damage has occurred, this is also in addition to the overall mirror having been cared for as per the cleaning guidelines provided.

There are no warranties for the mirror glass portion of our mirrors.





## WOVEN DETAILS

Dust with feather duster or soft cloth.  
Avoid contact with liquids, if this happens  
dab dry with a cloth.

Don't use detergent on the weave.  
Prolonged exposure to harsh sunlight could  
cause colours to fade.

## WARRANTEES

The workmanship of the weaving is  
warranted for 6 months, and should not  
be handled unnecessarily rough. The  
PVC awing cord is meant for outdoor  
purposes; according to the  
manufacturer/supplier guidelines,  
however in coastal and outdoor uses  
yacht grade rope is used.



## CERAMICS

Our ceramics are hand thrown no two are alike. The majority of our pieces fired to stoneware temperatures.

Handle with care, ceramic will chip or break if knocked or dropped.

Dust regularly and then wipe clean with a soft cloth.

## WARRANTEES

Our Ceramics is not warranted as this is a handmade collectible product.





## FABRIC UPHOLSTERY

To keep your upholstered furniture looking its best, vacuum the fabric as needed using an upholstery attachment. Avoid brushing the fabric or using a vacuum attachment with a rotary brush.

In the event of wet stains, carefully dab the affected area with a lint-free cloth or sponge dampened with warm, detergent-free water. To prevent fading, avoid placing your upholstered furniture in direct sunlight. Note that dark fabrics and natural fibers like cotton are more susceptible to fading. To maintain the appearance of your upholstered furniture, have it professionally cleaned annually. Avoid dry cleaning or machine washing cushion casings as it may damage the fabric, backing, or stitching. For large or stubborn stains, contact an in-home professional upholstery cleaning company.

For smaller stains, use an upholstery spot remover after testing it on a small, inconspicuous area.

## WARRANTIES

The Fabric upholstery has a 1 year workmanship warranty provided that the fabric cleaning and care guidelines are followed.

If you are unsure please request specific cleaning guidelines for the fabric option you have chosen.





## LEATHER UPHOLSTERY

With use, leather furniture develops a distinctive patina that adds to its unique appeal and charm. Top-quality leather is not flawless, but rather bears subtle markings caused by the healed nicks and cuts from the animal's life. These natural markings give leather furniture a one-of-a-kind beauty and character without affecting its durability.

Regularly dust with a clean, dry cloth. For cleaning, wipe with a dry soft, clean cloth. In case of soiling, use a soft, damp cloth with mild soap and lukewarm water. Dry with a soft cloth. Avoid spot cleaning leather as it can leave marks. Clean the entire surface instead. For tougher stains, use a leather-specific cleaner that is appropriate for your type of leather. Test the cleaner on a small, inconspicuous area first, and then follow the instructions on the product label. Avoid using harsh chemicals or cleaners, such as bleach or ammonia, on leather furniture, as these can damage the material.

Do not spot clean leather as it will leave a mark. Clean the entire surface evenly. To maintain the quality of the leather and prevent drying or cracking, use a leather conditioner or protector occasionally.

## WARRANTEES

Leather workmanship warranted for 1 year provided that the leather cleaning and care guidelines are followed. Leather as a material is not warranted as it is a natural product.





## LIGHTING

Ensuring user safety is crucial when it comes to the proper maintenance of electrical products. To achieve the best results, we suggest using a low-heat LED globe or a top mirror globe lamp. Please take note that the lampshade should not be hot before cleaning.

Refrain from using the product outdoors and avoid any contact with liquids. If any of the electrical components appear loose or damaged, refrain from using the product. Lastly, remember to unplug the product when cleaning or replacing the globe.

## WARRANTIES

The lighting workmanship is warranted for 1 year, provided that no structural damage has occurred, and that the product has been maintained as per the cleaning guidelines provided. The warranty is limited to generally accepted care and maintenance of the product above. All lighting fixtures are intended for indoor use unless specifically designed for outdoor use.

