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Care, Maintenance & Warranty



Tait.

CARE AND MAINTENANCE

Your Tait furniture is designed to last a lifetime, however, ongoing care and maintenance will encourage its longevity, and allow it to age beautifully. The frequency of maintenance will vary according to your personal requirements and the environment in which the products are placed. Furniture placed in coastal areas requires special attention and regular maintenance. Exposure to sea air and chlorinated environments may accelerate deterioration to a product's finish, therefore, regular and frequent cleaning of outdoor furniture is highly recommended. For more details, please refer to the materials and finishes relevant to your product as detailed below.

CARE OF TIMBER

Timber is a material from nature and as such, has unique natural characteristics that add to its beauty. These characteristics can occur across all timber species

- Variance in grain density and pattern
- Colour difference from one piece to another, even within a single piece
- Variation in the natural grain from one piece to another, even within a single piece
- Knots, whirls and scars
- The ability within the natural grain to absorb finishes and tints from one piece to another, even within a single piece

To comply with warranty requirements, cleaning and maintenance of timbers are obligatory. Please ensure you can prove that care and maintenance has been performed as described below.

SPOTTED GUM

Spotted Gum species *Corymbia (eucalyptus) Malacuta*, is a sustainable timber native to Australia. Our Spotted Gum is finished using Deck-Doc Outdoor Furniture Oil.

Being a natural material, timber may change colour or even crack due to humidity levels and sudden changes in temperature. Left outdoors, timber undergoes a natural process of oxidation that affects its colour, which turns an attractive silver-grey shade. Tait's timber furniture is pre-oiled and to retain this finish it needs to be maintained. The hotter the climate and the greater the exposure to the sun, the more frequently the timber will need to be oiled. We recommend a quarterly application in a harsh climate or commercial environment, or if you wish to maintain the original timber colour.

To restore the original appearance of Spotted Gum, the surface should be cleaned with water and a hand scourer. This will remove surface dirt and discolouration.

Deck Doc Exterior Oil should be applied when the timber is completely dry using a clean rag or oil applicator. Tait recommend refinishing timber in mild conditions as extreme heat or cold may affect the application of oil. For further information see manufacturer's instructions.

Tait do not use nor recommend stain, varnish or paint on timber in exterior applications, since weathering will make constant refinishing a necessity. If desired, timber may be scrubbed with warm soapy water and soft bristle brush. Pressure washing, steel wool and wire brushes are not recommended.

Volley Rocker rail maintenance is the same as above.

Tannin Warning: Tannin is a naturally occurring substance in timber and will leach the first few times it is exposed to water. It will stain timber decking and paved areas that are light in colour. Objects left on the timber surface will also draw tannin out, creating surface marks. Removal of tannin stains is a simple process using soap solution or a deck/paving cleaner. Tannin stains will also fade when exposed to UV light. Tannin staining is not covered by the Tait warranty.

CARE OF TIMBER – ENGINEERED TIMBERS

Tait select premium engineered timbers that are manufactured using clean technologies and timber from sustainable sources.

Accoya® undergoes a non-toxic acetylation process that permanently modifies the wood to the core. Accoya is an environmentally friendly solid wood with durability, dimensional stability and beauty that matches or exceeds even the best tropical hardwood.

Cambia uses a thermal modification process of high heat in a controlled atmosphere. This improves both the dimensional stability and the decay resistance of wood by permanently altering its chemical and physical properties.

Tait Accoya and Cambia timber products are coated with the Teknos water based coating system. The Teknos coating system has been specially formulated for use on high performance timbers and assist in protecting timber from mould, fungus and green algae.

The Teknos system includes a factory applied water based primer which provides an initial layer of weatherproof protection. The timber is then finished with a water based top coat which is available in either a natural/clear finish or a range of translucent tinted colours.

The Teknos system provides superior UV protection and remarkable strength against wind, water and blue stain from damp and wet conditions. Regularly monitor the coated timber for signs of colour loss, dryness and weathering. Recoat the timber when it begins to show signs of dryness, this helps to maintain its natural beauty and to protect the surface. These inspections should take place at intervals of 3 to 6 months depending on finish and exposure.

The surface of wooden elements should be cleaned at least twice a year. Wash the surfaces thoroughly with clean water to remove dust, grime and insects. This type of impurity can lead to the increased growth of green algae and other surface fouling.

To restore the original appearance of timber, only the water based topcoat needs reapplication. Do not sand the timber. Wash the timber with warm soapy water to remove any dirt and debris. When timber is thoroughly dry finish with two coats of topcoat – either opaque or translucent. Use a brush intended for acrylic-based paint products

CARE OF STEEL AND ALUMINIUM PRODUCTS

Tait use a range of materials across our collections, including aluminium, mild steel and stainless steel. Each material is chosen for its unique characteristics and suitability to the collection.

All products are designed to be suitable for exterior conditions, however different materials may be affected by a series of environmental and physical elements.

Products with Stainless Steel or Aluminium base material are most resistant to corrosion and therefore suggested for use in coastal/extreme environments.

Mild steel products are treated with two levels of pre-protection that assist with guarding against corrosion.

All products are then powder coated to make the surface further resistant to exterior conditions and suitable for use in outdoor environments.

CARE OF GALVANISED STEEL

Tait offer the option of a Galvanised steel finish on some steel products specified for use in extreme environmental conditions.

Galvanised steel has a strong protective zinc coating that has a metallurgical bond to the base material. This finish makes galvanising a superior corrosion protection solution for steel that is intended to have a long service life and is easy to maintain. This is an industrial finish and surface irregularities, such as small bumps and surface coarseness, may be apparent. The surface is a bright silver when new, however will dull over time.

No specific maintenance is required, however it is advisable to wash products with water and a soft brush every six months to remove dirt and debris build-up.

CARE OF POWDER COAT

Wash regularly with warm soapy water and mild detergent using a soft cloth (in mild environments every 6 months). For commercial, industrial or marine environments we recommend monthly maintenance. Always rinse well with water, to remove any remaining detergent.

Avoid steam cleaning, pressure washing, abrasive cleansers, steel brushes/wools and cleaners containing chlorine. Avoid scratching the surface by dry dusting. Do not allow dirt or bird droppings to accumulate, dry out and harden. Never use strong solvents to clean powder-coated surfaces. Dull surfaces can be revived using car polish.

Rough treatment of powder coated furniture can result in chipping of the coated surface; this is not covered under warranty.

Most Tait products come with protective fittings - stacking glides, bumpers, socks/feet and glides. These aid protection against chipping and scratching. Powder coated stacking chairs are designed to be set in place gently.

Touch-up paint may be purchased on request. It is advisable to repair minor nicks and scratches as soon as they appear.

CARE OF STAINLESS STEEL

Tait use both electro polished stainless steel and hand polished stainless steel. Wash regularly with soapy water using a clean cloth (and if necessary a Scotch-Brite pad). Remove non-washable deposits on stainless steel surfaces with a cream cleaner (non-abrasive) or commercial stainless steel cleaner. Clean in one direction along the original polish lines. Do not use steel wool or metallic scrapers. Do not allow dirt to accumulate. Should tea staining occur, clean with hot soapy water and a nylon Scotch-Brite pad.

Tea staining warning: Tea staining of stainless steel surfaces can be a problem where there are significant levels of chlorides in water that comes into contact with the metal surface. This is prevalent around the coastal fringes of Australia. Tea staining does not affect the structural integrity of the material. Electro polishing will reduce the chances of the occurrence of tea staining

CARE OF COMPACT LAMINATE

Tait use FunderMax exterior high-pressure laminates (HPL) which offer extremely effective durability in outdoor and high use applications. These products are scratch resistant (not scratch-proof), easy to clean, solvent resistant, extremely weather resistant, impact resistant and offer optimal UV light fastness.

Dust with a soft, non-oily cloth and wipe spills using a damp cloth. For more stubborn stains use hot water and household detergent, then remove with clean water or window cleaning agent. Repeat several times if necessary. To prevent streaks or smears, always rub surface dry with an absorbent clean cloth (preferably paper towels). Never use steel wool, metallic scrapers or strong solvents to clean.

CARE OF GLASS

Tait have chosen to use laminated glass on our table tops. Laminated glass is suitable for furniture as per the Australian Standard 4669. Although the product is much more durable than normal glass, it is not unbreakable. Laminated glass should receive the same care as normal glass. Careless handling, or use, sometimes produces damage, which may not be immediately visible to the naked eye. Avoid dropping objects on the glass, which may weaken it. Tables should never be dragged at any time to avoid damage to glass.

To clean the glass surface, remove spills and stains with warm water, mild soap solution and a soft non-abrasive cloth. The surface can be polished using either plain water and a microfiber cloth or a commercial glass cleaner.

CARE OF MARBLE AND GRANITE

Tait use unsealed and honed Cararra marble and Cambrian black granite. Both products are natural stone and the vein and colour intensity may vary in each individual piece. Marble and granite should be cleaned with warm soapy water, or a wet cloth. For stubborn stains use a cream based cleaner with a soft sponge or cloth. Do not leave any foodstuffs or liquids on the stone for extended periods, as this may penetrate the stone and leave a stain.

Staining of these material is not covered under warranty and is considered general wear and tear.

CARE OF PORCELAIN

Porcelain panels are stain, scratch and thermal shock resistant and suited for use in external environments. Porcelain panels are a non-porous material, though, to keep the surface looking their best care must be taken to immediately clean up spills and stains. It is best to immediately wash away stains such as red wine, food, oils and drinks by using warm water and a soft non-abrasive cloth. For stubborn stains use a non-abrasive cleaning product, sugar soap or normal house cleaning products that are cream based or bicarbonate soda mixed with warm water.

CARE OF PRESSURISED STONE

For everyday cleaning use a wet cloth with a neutral, soapy cleaning product. Common cleaning products, such as bleach and household/commercial cleaning agents, can be used for stubborn stains on pressurised stone. It is advisable to test the cleaner on the underside of the stone top first to ensure its suitability.

CARE OF FABRIC AND UPHOLSTERY

Tait select from a range of high performance fabrics, specifically designed for use in outdoor environments. These fabrics have excellent performance capabilities and are easy to maintain. We suggest regular vacuuming of fabrics to remove dust and dirt. It is advisable to treat spills and stains as soon as possible. We recommend spot cleaning of upholstery items in a timely manner. Tait do not recommend removal of covers or machine-washing of any upholstery items, as this may result in fabric shrinkage and foam distortion.

Please refer to individual fabric suppliers for detailed information on care and maintenance.

Upholstery should be allowed to air dry, following rainstorms and should never be stored away when damp or wet.

Volley Rope - when cleaning the rope, use a damp cloth with a solution of warm water and mild soap, then rinse with another damp cloth with water only. Allow to air dry. If the stain is deep or dirt persists, re-wet the rope with soap and water and rub with a soft plastic bristle brush. Rinse and let dry.

WARRANTY

Your Tait furniture has a structural warranty for 5 years from the date of purchase against any defects in workmanship and must be cared for in accordance with the care instructions supplied. This warranty is in addition to the rights granted by Victorian State and Federal laws in particular the Trades Practices Act 1974 and corresponding State Fair Trading legislation. This warranty claim shall be deemed void if repair work is carried out without prior consultation with Tait.

TIMBER - SPOTTED GUM

Tait use Spotted Gum species *Corymbia (Eucalyptus) Maculata* a sustainable timber native to Australia. We select our timber carefully to address cracks, warping and splinters. However, timber is a natural product and may be prone to unforeseen changes, particularly when exposed to extremes in temperature and humidity. The timber is covered for 5 years from date of purchase, subject to proper maintenance by purchaser and fair wear and tear. The above warranty extends to the timber for serious faults (such as severe twisting or severe splitting).

End checking may appear and is not claimable under warranty. Tannin may leach from the timber and may stain timber decking and paved surfaces that are light in colour. This is not covered by the Tait warranty. Please refer to the timber section of the care and maintenance instructions for further information on tannin.

Any changes in the visual appearance of timber that are directly linked to ageing are not covered by warranty. As timber is a living material, the appearance of its surface evolves naturally over time.

TIMBER - ENGINEERED TIMBERS

Accoya® timber is perfect for exterior furniture applications. It is non-toxic and able to withstand the rigors of different weather conditions. The Accoya® timber component is covered for 5 years from date of purchase, subject to proper maintenance by purchaser and fair wear and tear.

Cambia is a thermally modified timber. Cambia is produced using clean, energy efficient technology to improve both the dimensional stability and the decay resistance of timber. The Cambia timber component is covered for 5 years from date of purchase, subject to proper maintenance by purchaser and fair wear and tear.

End checking may appear and is not claimable under warranty.

Any changes in the visual appearance of timber that are directly linked to ageing are not covered by warranty. As timber is a living material, the appearance of its surface evolves naturally over time.

Tait recommend regular maintenance with Teknos coating to reduce colour loss, dryness and weathering. Engineered timbers that have been treated with tinted Teknos coating may fade when placed in direct sunlight. This is not covered by the Tait warranty.

STAINLESS STEEL

Tait provides a 5-year warranty on stainless steel framework against structural defects. The corrosion of stainless steel and steel parts due to use in a confined chlorinated environment or as a result of direct use in harsh seafront locations which are not covered under warranty. Tea staining will occur on Stainless Steel and is not covered by the Tait warranty.

POWDER COAT

Powder coat is a decorative finish for indoor and outdoor use. While it assists with metal protection, it is not a corrosion protection in its own right. The components of Tait powder coated products are produced in either aluminium, stainless steel or mild steel.

The mild steel base materials are treated with two levels of pre-protection that guard against corrosion. The products are then powder coated to make the surface resistant to corrosion and suitable for use in exterior environments.

Minor corrosion spots at the weld joins - under table tops, bases and seat frames, may be evident on mild steel products. These do not affect the structural integrity of the product and are not covered by the Tait warranty.

Whilst every care is taken to provide the most suitable finish according to the use and the environment the product will be subjected to, Tait cannot guarantee this decorative finish against scratching, scuffing, chipping, fading or corrosion as a result of use in harsh seafront/extreme environments.

Tait offer a range of powder coat colours which offer excellent UV stability and are suitable for use in outdoor applications. Whilst powder coat offers excellent colour retention, natural fading is not covered under the Tait warranty. To ensure longevity of this finish please refer to the care and maintenance.

GALVANISED STEEL

Galvanised steel is an industrial finish which offers superior corrosion protection. Surface irregularities, such as small bumps and surface coarseness may be apparent and are characteristic of the finish. Whilst care is taken to remove these irregularities where possible, they are a result of the galvanising process and are not covered under warranty.

COMPACT LAMINATE

FunderMax high-pressure laminates are extremely effective and particularly suitable for outdoor applications. The product has been chosen for its high weather resistance, optimal light-fastness and scratch resistance. The laminate is not scratch-proof, with small nicks and scratches deemed general wear and tear. This is not covered by Tait warranty.

Please refer to the compact laminate section of the care and maintenance instructions. All compact laminates are bound by the warranty of the manufacturer. Tait provides no warranty direct or indirect, implied or referred.

GLASS

Tait glass topped tables use laminated glass, suitable for furniture applications as per the Australian Standard 4669. Glass is not guaranteed against scratching and chipping and this is not covered by the Tait warranty.

Tait provides no warranty direct or indirect, implied or referred.

MARBLE AND GRANITE

Marble and granite are natural stone products. Each piece of marble and granite has inherent qualities that may vary - veining, tint, density, etc. Minor pitting and/or surface fissures are normal in natural stones and these characteristics are not considered defects. Colour, veining and tint may vary from piece to piece. The product is not scratch-proof and small nicks and scratches are deemed general wear and tear and are not covered by Tait warranty.

All marble and granite products are bound by the warranty of the supplier. Tait provides no warranty direct or indirect, implied or referred.

PORCELAIN

Porcelain panels are scratch resistant, not scratch proof. They will easily withstand daily use. Always using cutting boards when preparing food, and avoid sliding heavy metallic objects along service, to protect it from scratching and scuffing.

Porcelain products are bound by the warranty of the supplier. Tait provides no warranty direct or indirect, implied or referred.

PRESSURISED STONE

Pressurised stone is an extremely durable surface, it is treated to ensure it is resistant to stains, impact, heat and UV exposure.

Pressurised stone products are bound by the warranty of the supplier. If a defect occurs within the material, the parent group will inspect the material and will then suggest the best way forward. Tait provides no warranty direct or indirect, implied or referred.

FABRIC

Tait use a selection of fabrics suitable for outdoor use.

Please refer to the manufacturers fabric care and maintenance instructions. All fabrics are bound by the warranty of the fabric house. Tait provides no warranty direct or indirect, implied or referred.

Upholstery: Tait offer a 1-year warranty on upholstery components - this includes foam and finishing (stitching, zips). Furniture coverings are not included in this warranty and are bound by the fabric house warranty as above.

EXCLUSIONS

- The warranty does not cover damage from mishandling, misuse, physical or chemical abuse, by not following proper care and maintenance instructions, accidental damage, damage from chipping, cracking, impact damage or breaking due to customer abuse.
- The warranty does not cover fading or natural ageing of the timber, non-structural defects in the timber, naturally occurring timber features, surface and end checking, or lack of maintenance leading to an acceleration of any of these issues.
- The warranty does not cover corrosion originating from scratches or abrasions that result from general wear and tear and which cannot be removed via standard cleaning and maintenance processes.
- The warranty does not cover minor corrosion spots at the weld joints: under table tops, bases and seat frames. These do not affect the structural integrity of the product and are a natural outcome of the material used (mild steel).
- The warranty does not cover the corrosion of steel furniture and parts, including stainless steel, as a result of direct use in harsh seafront locations or in a confined, chlorinated environment.
- The warranty does not apply to normal wear and tear or natural fading of the materials used.
- The warranty does not apply to any variances in colour, shade or gloss level of finishes, stone tops and timbers.
- The warranty does not cover products that the customer decides they do not like following delivery, including to colour, fabric, timber or other opinions based on personal preference.
- Tait shall not be liable for, and specifically excludes, any claims caused directly or indirectly by any event or matter beyond its control, including incidental, consequential or contingent damages suffered as a result of the use of the furniture or a breach of this warranty either written or implied.
- All products purchased at a sale price are subject to the specific warranty conditions outlined on sale invoice.
- The warranty does not cover transportation costs for replacement parts and products or labour costs for repair. These costs may be charged at our discretion.

The above Tait warranty terms are accepted by the customer and end-user upon order and supply.