

# Care | Maintenance & Warranty

## **Care & Maintenance**

At K5 Furniture our focus is on enduring design: our products are designed for longevity, to be passed on generation to generation. Our designs and those of our suppliers are crafted with high-quality materials that withstand everyday wear and tear, ensuring a beautiful and long-lasting life.

In order to maintain the longevity, our products will need a little care and attention along the way. Please refer to the care and maintenance specific to the materials and finishes of your product for the best possible care.

In a result of product misuse, mishandling and physical or chemical abuse due to not following product care and maintenance guidelines, the product may not be covered under our warranty policy. This may include accidental damage, damage from chipping, cracking, impact damage or breaking due to customer abuse.

## FABRIC

General characteristics of upholstery fabrics:

- Marking off of textiles that are not colourfast (e.g., dark denim) can appear especially on light-coloured upholstery. This is not a reason for complaint but a flaw of the clothing fabric.
- Upholstery must be protected from direct exposure to light as the great light intensity might cause colour change.
- Seat sheens, also called lustres, appear on velvety fabrics like velours or the flat woven fabric chenille. Depending on incidence of light, the effect might be iridescent or radiant. This is not a quality defect but a characteristic that is typical for such fabrics, and which does not influence the life span of the cover.
- Furthermore, pilling can occur in flat woven fabrics. In most cases this so-called external pilling happens when friction causes fibres of the foreign textile to be pulled out. This is a typical characteristic of the product and not a material defect. Special pilling shavers can easily remove the pills.

### Cleaning

Like all materials of daily use, upholstery fabrics should be attended to regularly. Frequently vacuum the upholstery with the upholstery nozzle on your cleaner to avoid accumulations of dust and dirt.

Treat stains immediately and don't let them dry up. Carefully work from the outside inwards while removing a stain to avoid its spreading. Soak up liquids by dabbing the fabric with an absorbent cloth (we recommend a cotton or paper towel) and afterwards wipe it with a dry cloth. Firm as well as soft leftovers like Ketchup, Nutella, etc. should be carefully removed with a blunt object such as a spoon. Then the leftovers can be carefully removed by dabbing at them with a slightly wet kitchen towel. Dry stains should be carefully brushed out beforehand and afterwards be removed by dabbing at them with a slightly wet kitchen towel. If necessary you can use a small amount of mild soap.

Do not use aggressive or common household cleaning products on your upholstery. We are not liable for damage caused by inappropriate cleaning. If in doubt, contact an upholstery service company.

## WOOD

Wood is a living material and therefore every piece of wood furniture is unique from the beginning and has a natural variation in pattern, colour tone and lustre. Direct sunlight will give permanent colour and light differences in the surface, so expose the entire wooden surface to as much light. The wood is affected by, among other things, season, heat and humidity.

Clear lacquered wood has a durable surface and is best handled by dust drying and cleaning with mild

soap solution or dishwasher detergent. Never use aggressive detergents, solvents or products containing abrasives. Always wipe dry with a dry cloth.

Use under layers for flowerpots, plates, coffee cups etc. where spills can be a risk. Remove all stains as soon as possible and wipe the surface dry after cleaning. Warning! Avoid using large quantities of water and strong detergents.

### Cleaning

Ordinary maintenance requires only cleaning with lukewarm solutions of mild detergent (be careful that the rag or sponge is damp and not too wet) or the use of quality wood cleaners. (Be careful of possible chemical reactions with finishing).

Persistent dirt can be removed using more concentrated detergent and following the direction of the wood fibres. In any case, the wood has to be carefully rinsed and dried with a soft rag or buckskin. Do not use aggressive products such as acids, solvents, or products containing chlorine or ammonia. Powder detergents, steel wool and plastic fibre sponges can ruin the surfaces.

Proper periodic cleaning enhances product life and preserves its original look. Long-term exposure to direct sunlight may cause some chromatic changes on wood surface finishing, this is a typical and natural feature of the wood and happens also indoors. If the product is evenly exposed to sunlight the colour change is gradual and almost unnoticeable (this means that for instance, a decorative dish on a tabletop is probably going to cause a lighter shadow where it hides the wood, but after removing the dish the colour will gradually become uniform). Colour variations between different production lots are a natural, normal feature and tend to disappear in time. In high humidity environments wooden elements can move and slightly loose shape.

## WOOD OUTDOOR

Nikari's outdoor furniture is treated with wood oil to help protect against the changing natural environment. Nevertheless, after becoming wet from a rain or snow shower, we highly recommend that you clean and dry all wooden surfaces as soon as possible. No matter how careful you are, however, outdoor furniture will usually require annual maintenance. The beginning of the summer season is a great time to give outdoor chairs and tables a little pampering care. After carefully cleaning and drying the surface, you can treat the wood with a suitable outdoor oil product. Gradually and naturally, Nikari's outdoor wooden furniture will turn grey. Once the greying process has started, the surface of the wood may temporarily look odd and spotted, but the colour will, over time, even out to a spectacular, beautiful grey.

## METAL

All materials are top quality and carefully selected to meet the highest standards. To achieve a pleasant and long-lasting finish, such materials are either powder coated or treated with galvanic processes. Warning: due to its own chemical specifications, die-cast aluminium is not as suitable for galvanic chrome plating as other metals, therefore some "peeling" problems might occasionally occur, please consider it in case of heavy purpose.

If products with metal components are to be used in extreme environmental conditions, we suggest contacting the team to select the product version most suitable to the specific purpose.

### Cleaning

For metal elements, we suggest a dry soft rag or sponge with a lukewarm mild detergent solution. Persistent dirt can be removed using a more concentrated detergent. In all cases, the metal has to be carefully rinsed and dried with a soft rag or buckskin.

Do not use aggressive products such as acids, solvents, or products containing chlorine or ammonia. Powder detergents, steel wool and plastic fibre sponges can ruin the surfaces. A correct periodic cleaning enhances the product life and preserves its original look. This simple care instruction helps products used outdoors, especially in high humidity climates, and salty or polluted atmospheres. Long term exposure to direct sunlight may cause light chromatic changes on metal surface finishing. Long contact with such liquids as coffee, citrus fruit juice, yogurt, carbonated beverages or salt, can irredeemably damage the metal surface.

Daily cleaning lacquered surface: Wipe with lightly moistened, soft lint-free cloth and mild detergent. For heavily soiled chrome, aluminium or stainless steel, a moistened soft cloth with alcohol can be used. Disinfection can be done with alcohol if the surface is dried.

## PLASTIC

Many Segis products use thermoplastic materials. They offer high performance in terms of lightness and strength, can receive inner colour additives and, thanks to sophisticated injection technologies, achieve shapes and forms otherwise extremely difficult to create. They are completely recyclable and, on their life-cycle end, they allow enormous energy savings and environmental advantages.

Thanks to specific chemical additives, these thermoplastic materials can improve their resistance to atmospheric agents or can become fireproof, in accordance with the Italian standard Class 1 or Class 2, for consumer safety.

### Cleaning

Wipe the surface with a solvent-free or abrasive detergent and soft cloth, regular dish-washing detergent works well. Avoid placing products with plastic components in direct sunlight and too close to heat sources as this can lead to discolouration and/or brittleness.

All quality thermoplastic materials are durable and easy to care for. Periodic cleaning can be made using a simple lukewarm solution of mild detergent. Persistent dirt can be removed by means of a more concentrate detergent. In all cases, the thermoplastic material has to be carefully rinsed and dried with a soft rag or buckskin. Do not use aggressive products such as acids, solvents, or products containing chlorine or ammonia. Powder detergents, steel wool and plastic fibre sponges can ruin the surfaces.

Proper periodic cleaning enhances the product life and preserves its original look. These simple instructions help products used outdoors, especially in high humidity climates, and salty or polluted atmospheres. Long-term exposure to direct sunlight may cause some chromatic changes, this however does not affect the material strength. At extremely low temperatures (-15° C and below) all thermoplastic materials become more rigid and become more fragile, on the contrary at high temperatures (+80° C and more) they become softer and can lose shape.

## LAMINATE

Laminates are durable and can withstand normal wear and tear. These are very durable surfaces that fit well in public environments.

Daily cleaning: Wipe with a soft dry cloth.

Rough cleaning: For stain removal, use a mild detergent without abrasives. Rings and stripes formed on the surface are most easily removed with window cleaning agents. Hard ingrown stains or discolourations can usually be removed by the gentle use of cleansing cream or paste with mild abrasive action. Do not use rubbing pads or steel wool as it will cause scratches. Ink and ink marks can be removed with e.g., acetone or alcohol on a clean cloth. Try on a less visible surface first.

The rough and dull surface of the Gray Oak laminate can be difficult to clean in some situations. The laminate manufacturer recommends a special preparation, Tanex power. Unfortunately, cleaning means that the matte surface can become slightly shinier on the cleaned part, if so should clean the entire disc so as not to get shinier zones on the surface. Try a less visible part of the surface first. Disinfection can be done with alcohol if the surface is then dried. HPL surfaces can withstand disinfectant even after drying.

## LINOLEUM

For regular cleaning, dust off the surface with a dust cloth or clean the surface with a soap-based diluent, diluted in water, or hand-wash or pH-neutral detergent for light soiling. For harder stains, a white nylon cloth can be used to rub lightly with cleaning. After cleaning, wipe the surface dry.

To maintain the surface, a mixture of water and natural soap or wax should be used regularly. If the surface has been neglected or severely worn, a solution of water and natural soap or wax can be used to upgrade the linoleum.

To prevent stubborn stains, always use under layers for cups, vases, glasses, etc. It is important to remove stains as soon as possible to prevent them from penetrating the material. To remove stains, clean the surface with a neutral detergent and water.

If the above treatment does not help, try soaking the surface in water with a pH-neutral universal solution for a few minutes. Gently scrub the surface with a white pad or similar. Finish by wiping off the dirty water with a cloth. Some pigmented spots can be removed or made less visible by the use of turpentine or similar oil-based solvent. Do not use alkaline or alcohol-based detergents as this will damage the surface.

## IMPACT OF LIGHT

All materials are affected by sunlight and to avoid bleaching, furniture should therefore be protected from direct sunlight.

## DAMAGE TO SURFACES

Be careful if you place hard or sharp objects on your furniture, use liners or felt pads or similar. Do not pull objects over the surface, it may be sand grains or similar even under a soft cover that can scratch the surface. Rubber pads on equipment can give marks on the surface that may require cleaning. Even jewellery, bracelets and watches can in certain situations scratch a surface, you should use writing underlays if you know that you have things that can scratch the furniture surface. Care should also be taken that computer mice are whole and clean and do not scratch or stain the surface when used, we recommend mouse mats for best function.

However, be sure to move the mouse mat and other items on the furniture sometimes so that the surface matures evenly on wooden surfaces. This is most important when the furniture is new, when a mature surface is reached, the changes take place much more slowly.

Shelf carriers are possible to place in different positions from the factory and if you are going to move them you must be aware that you can easily damage the surface around the hole if you remove the shelf carrier screw.

Regarding seating furniture, there is a risk that rivets, buttons and the like can scratch a surface or damage the upholstery. You should also make sure that chairs have furniture pockets and that they are whole and clean so that no scratching of sensitive flooring material takes place. Hard blows to surfaces and edges as well as scraping, for example by careless handling, can damage the material and paint can be struck or scraped.

## SCREW JOINTS

On solid wood furniture, shrinkage and swelling occur during the year so screws and fittings should be checked and tightened if necessary. A check should preferably be done in spring and autumn. A loose screw joint can create instability, cause noise and shorten the life of the furniture.

## MOVING FURNITURE

Furniture must be lifted and must not be pushed out if it is not designed for it, since the furniture can be subjected to lateral forces it is not designed for as a result of damage.

## CHANGE OF PRODUCT

No alteration of the product design and components is permitted. If this happens, no guarantee is valid, and you can put yourself or others at risk. The change also assumes product responsibility.

## DISINFECTION

Our furniture in laminate and HPL can be disinfected. Flat surfaces on veneered and stained furniture can be disinfected but avoid the edgings. Drying should be done with a clean, soft cloth and water. Avoid disinfectants that contain bleach and hand disinfectants as these contain additional substances that can leave stains. Keep in mind that dirt reduces the activity of disinfectants in various ways, for example by binding the disinfectants to the dirt to some extent instead of to microorganisms. Some disinfectants can fixate/lock dirt on surfaces and thus encapsulate microorganisms that become difficult to access under the fixed dirt. Surfaces that appear dirty to the eye should first be cleaned with a detergent before disinfecting the surface with a disinfectant. If the disinfectant contains surfactants (cleaning agents), it is not necessary to clean the surface before applying the agent.

## HARD MATERIALS

General cleaning

Daily cleaning: Wipe the surface with a soft, dry cloth.

Rough cleaning: Wipe the surface with a soft, slightly damp cloth. A mild detergent can be used. For stain removal, use detergent without abrasive.

Impact of Liquids and Tape

Strongly coloured liquids such as coffee and wine should be immediately wiped off, although most of Kinnarp's surface materials have good resistance to this type of stain, they may discolour in some situations.

Adhesive tape and other foreign substances such as, for example, adhesive, hand sanitisers, sunscreen creams and skin creams can soften the paint film and lead to flaking/discolouration.

Customers who have purchased product from K5 Furniture and encounter issues within the manufacturer's warranty period may have the opportunity to file a warranty claim to cover the expenses related to repairing or replacing the product.

Our products enable a guarantee to replace or refund significant product failures and compensate for any other reasonable losses or damages. Please view our warranty cover or contact our team for the conditions.

## Warranty Cover

1. KFive specified products are Guaranteed for a period of 10 Years.
2. This Guarantee covers defective parts and/or materials. It does not cover fair wear and tear".
3. This Guarantee does not cover fabric.
4. The Guarantee period commences from the date of practical completion.
5. This Guarantee covers all parts, transport and labour costs associated with any rectification work.

It does not cover any other associated costs to the user.

6. All claims under this guarantee must be brought to the attention of KFive Pty Ltd. KFive Pty Ltd reserves the right to determine the correct action required to address any claim under this guarantee.
7. Any unauthorised work carried out by third parties without the written consent of KFive will have the effect of immediately ending the Guarantee. The Guarantee will be null and void and no claim will be recognised from that date.
8. No financial reimbursement will be paid under this Guarantee for any work carried out by an unauthorised third party.

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