

# Catalano

Home is here.

**CARE AND WARRANTY**

# CONGRATULATIONS ON YOUR PURCHASE

At Catalano Interiors, we design and build products to last, and with appropriate care each piece will stand the test of time.

We always recommend that our furniture only ever be used for its intended purpose.

When assembling and disassembling furniture always follow the instructions provided by Catalano Interiors. If ever moving furniture, please do so with assistance and using appropriate lifting techniques. Please never drag or push furniture, and we do not recommend ever standing on our furniture.

Please open and inspect your product upon delivery.

**Catalano Interiors must be notified of any faults, issues or complaints within 24 hours of you receiving your product.**

Proper handling and care for each product is essential to guarantee longevity.

**Catalano Interiors will provide a 12-month warranty against faulty workmanship for all products.**

Catalano Interiors will endeavour to minimise any inconvenience to you in the event that any problem should occur.

Our long-time experience in the furniture industry means that any replacement or repair of components or parts will be completed to ensure your maximum enjoyment and usage into the future.

This warranty is valid only in the event of a failure or defect occurring due to a manufacturing fault.

Please note that many of our products are handmade, so sizes and weights can vary anywhere between 5 and 10% from samples or given specifications. There may also be variation in the colour and texture.

Warranty is limited only to the replacement of and/or repair to the defective part or component. Catalano Interiors reserves the right to decide whether the claim is due to wear and tear or a manufacturing fault.

House calls, freight and labour costs are not included in this warranty and will be charged extra to the purchase price.

The guarantee of warranty is effective from the date of when goods are delivered only to the original delivery address.

**All original documentation including invoices and receipts must be provided.**

## DINING CHAIRS & STOOLS

All Catalano Interiors dining chairs and stools are designed to high-quality specifications.

Taking proper care of your dining chairs and stools will help ensure you can enjoy them for years to come.

To ensure your dining chairs and stools stay in optimum condition, please refer to the following care guide for the best way to care for your dining chairs and stools.

<https://www.catalanointeriors.com.au/care-and-warranty/>

## POWDER COATING

Powder Coating is covered for 12 months for manufacturing defects. Scratching and markings to powder coating finish are excluded. Powder Coating affected by the elements of salt, chlorine, chemicals, dirt and grime is excluded from warranty. We recommend the following care and maintenance on a regular basis:

- Clean surface with warm soapy water.
- Rinse surface with clean water.
- Wipe surface with a clean cloth.

Catalano Interiors will provide a 12-month warranty on dining chairs and stools against any manufacturing fault.

## TIMBER

Timber products supplied by Catalano Interiors hold a 2-year structural warranty. We use only the highest quality of furniture grade timbers, combining traditional craftsmanship and modern technology we aim to make furniture that will last a lifetime, when used as intended.

We also warrant all surface finishes for 12 Months. This covers failure of the finish, but does not cover wear and tear, or failure due to environmental factors or misuse.

Our Dining Tables use a range of natural timbers and recycled timbers, as such natural characteristics such as; colour, veins, knots, grain, cracks, splits, stress marks, nicks, indentations and/or bows, are not considered a fault in any way, but enhance that feature of the table, expressing its origins and vestiges of its past life. Each of these characteristics are expected to develop or evolve over time.

**Natural environmental factors will affect the condition of furniture which can lead to cupping, timber splitting, shrinkage, expansion and timber finish discolouration which unfortunately cannot be warranted.**

- To avoid natural environmental damage occurring such as discolouration of timber finish, we always recommend keeping furniture out of direct sunlight for long periods of time.

- Although naturally resistant to spills and liquids, it is recommended not to place hot cups or bowls directly onto the timber and to ensure spills and liquids are cleaned immediately by wiping down with a damp cloth.

## MESSMATE, VIC ASH & TASMANIA OAK TIMBER

### **Nature's Signature.**

Australia's harsh climate produces some of the most unique and durable timbers in the world.

Messmate is a common name for a group of species of tree in the plant genus Eucalyptus, all of which have rough bark.

It is mostly grown in vast temperate forests, where fires, floods, droughts, and strong winds are prevalent.

It has been known to grow to 90 meters tall, with a trunk up to three meters in diameter.

Throughout the life of our native eucalypt, the impact of the harsh and diverse climate is imprinted in the heartwood.

Deep red gum veins streak through the annual growth rings and show us where the tree was injured by the elements. Pinholes once inhabited by the ambrosia beetle appear in shot gum patterns and corkscrew trails are left by the squiggly worm.

The natural feature found in this hardwood reveal a history of seasonal diversity in the forest.

Unmistakably, it leaves her signature and – with it – the opportunity for us designers and manufacturers to create totally unique finishes.

### **A Reliable Hardwood with a character.**

Messmate, Vic Ash and Tasmanian Oak are well-known and regarded Australian hardwood timbers, with variations in colour from pale browns, through to light yellows and/or peach.

A species rich and warm in detail, with moderately coarse textures of interlocking and/or straight grain features. Gum veins are an inherent feature of these timbers, which has a moderate hardness and strength making it a versatile choice for furniture design.

As a natural material, each piece will exhibit natural characteristics ranging from; colour and grain variations, and natural blemishes from the growth history of the tree. Deep gum veins run through the annual growth rings revealing its natural growth path.

Timber furniture can easily be maintained by regular dusting with a soft cloth and the occasional wipe with a damp cloth. It is important to always clean in the direction of the grain, and never in a circular motion which may create light superficial scratches.

## AMERICAN OAK TIMBER

American Oak is a hardwood and ranges from pale yellow to mid-brown in colour. American Oak typically has a fine grain that is strong and visible with few markings or features. Please be advised that timber is a natural material with grain detail, colour and finishes subject to variation. Additionally solid timber will be more susceptible to movement in warmer climates.

All our American Oak timber collections have lacquered surfaces. Lacquer provides a membrane on the top of the timber, protecting the timber and making the piece of furniture durable and strong.

Our furniture can mostly tolerate minor heat from coffee cups and dinner plates, they cannot tolerate greater temperatures from dishes heated on the stove-top or in conventional or microwave ovens, we always recommend use of coasters or place mats.

The lacquer is also water resistant, however cannot tolerate excessive quantities of liquid. Dry any spills immediately otherwise liquid may seep through the lacquer and cause irreparable damage.

Your solid timber furniture is a natural product and may expand and contract due to varying temperature conditions, occasionally producing small cracks within or between the boards. This is normal and often part of a piece's character.

To minimise movement in the timber, the furniture should not be placed outside, in direct sunlight, near fireplaces, or in heavily air-conditioned areas. Timber can be wiped down with any gentle non-abrasive cleaning product.

## MARRI TIMBER

Marri is a hardwearing and durable timber, which while warm in tone, exhibits varying hues of green, gold, orange and brown giving each piece a unique character and beauty.

Marri timber is quickly becoming a popular timber of choice amongst our clients. The popularity of Marri furniture is due to its beautiful honey tones and the presence of kino or gum veins. The contrast of the dark gum lines and light timber tones provide stunning contrast and a distinctive feature to the finished furniture piece. Gum veins are skilfully crafted with precision & filled with either dark or clear resin exhibiting a raw beauty not seen in other timbers.

All Catalano Marri pieces are made from 100% sustainably sourced slab timber. To ensure your Marri timber lasts the test of time, avoid using any abrasive cleaning products on your furniture because they will scratch the surface. The best method is to use a slightly damp clean soft cotton cloth to clean the furniture surfaces.

It is important to avoid placing heat directly onto the surface, as it may cause discolouration to the sealer and permanent damage. Whilst in use we highly recommend using a table cloth, coasters and or placemats.

For everyday cleaning we recommend wiping down with a damp cotton cloth, and you may even use a mild non-abrasive, non-ammonia based soap. Do not use heavy abrasive, bleach based, or ammoniated cleansers as they will wear down the protective seal and result in less resistance. We do not recommend the use of most normal cleaners which are often citrus based, as the cleaning agent is highly acidic and can damage the surface materials.

For any type of spillage including food, alcohol or soft drink we recommend you wipe up and clean as quickly as possible. Expect occasional rings to appear from unknown liquids. Oils in particular can penetrate the surface so wiping up oil spills immediately can minimize the penetration and staining.

## QUARTZ STONE

Quartz stone is a product which is about 90% quartz based. This product has outstanding properties to ensure ease of maintenance and longevity of your surfaces. It will withstand exposure to tea, soda, wine, vinegar, lemon juice and strongly coloured substances.

As Quartz stone is virtually non-porous it will keep its lustrous gloss and ultra-smooth surface without polishing, and it never needs sealing.

Reconstituted Stone is an extremely strong material but you should avoid:

- Sitting, standing or climbing on surface.
- Cutting food directly on the surface.
- Knocking, dropping or bumping the product with heavy items.
- Exposure to strong chemicals and solvents.
- Avoid using product outdoors.

## EVERYDAY CLEANING

Quartz stone requires very little maintenance to keep the surface looking like new. For every day, routine cleaning we recommend wiping the surface with warm soapy water (a mild detergent) and a soft cloth. For stubborn stains use Quartz Stone Cleanser.

By following the proper care and maintenance of your reconstituted stone, you should have many years of enjoyment from the product.

# MARBLE

Marble is one of earth's most natural and timeless materials that stems from limestone nurtured within the ground. The elegance in marble comes from each piece holding its own unique characteristics within the surface face which can show variation in colour, tone and gradient direction. It is these raw and natural elements that create moods and influence rooms.

Buying marble is a lifetime investment so we suggest these tips to ensure the longevity of your purchase.

- Make sure you always move marble with care. Whilst marble is heavy it can be subject to density variation so it is important you support your piece from the centre when moving it around your home.
- For everyday cleaning use a soft cloth and warm distilled water. If food or beverages are split on your marble try to wipe these straight away.
- For dry cleaning and polishing use a shammy lightly to bring out the natural tones of your piece.
- Our marble is an extension of earth and naturally produced so remember to avoid vinegar and other acidic cleaners when cleaning.
- Our marble is 100% authentic and raw which means it can be exposed to stains from the likes of red and white wine.
- Marble is a highly porous material and unfortunately, we cannot guarantee 100% protection.

Marble is an extremely strong material but you should avoid the following:

- Sitting, standing or climbing on surface.
- Cutting food directly on the surface.
- Knocking, dropping or bumping the product with heavy items.
- Exposure to strong chemicals and solvents.
- Avoid using products outdoors.

Marble will tolerate brief exposures to moderately hot temperatures, however prolonged direct contact with, or radiated heat from very hot pots can cause thermal shock, discolouration or damage.

Therefore, we do not recommend placing hot pots, pans, frying pans and oven trays directly from the hotplate or out of the oven onto the surface of marble. We always recommend the use of a hot pad, coasters or trivet to place under hot items.

## CERAMIC

The great thing about ceramic surfaces is that they're one of the easiest surfaces to keep clean and looking great – you don't even need any expensive cleaning products.

Ceramic surfaces are also very durable, scratch-resistant and can handle all weather conditions, so there is no risk of them cracking due to extreme hot or cold temperatures.

However, there are still a couple of things you should be aware of to keep your ceramic furniture looking its best.

### AVOID HEAVY IMPACTS

To protect your ceramic surface, please try to avoid any heavy impacts on unsupported areas and the ceramic edge.

### CLEANING UP SPILLS AND STAINS

Ceramic surfaces are non-porous, so spills don't absorb into them, however, it is still best that you clean up any spills when they occur to avoid surface build-up. A soft cloth and with water and ordinary, gentle detergent should be enough to remove most stains and spills.

## GLASS

This product is tempered glass and is many times stronger than non-tempered glass but not unbreakable.

- Avoid placing extremely hot objects directly on glass surface, we recommend use of coasters or place mats.
- Avoid placing extremely cold objects directly on glass surface, we recommend use of coasters or place mats.
- Note, extreme temperatures can create stress to glass.
- Avoid placing very heavy and sharp-edged objects on your glass furniture.
- Position your glass furniture at least 80cm from any heat source.
- Ornaments placed on glass surface should have protection at base so as to avoid scratching of glass.
- Never drop or drag to move this product, as this can stress the glass to break or shatter.
- Do not sit on glass.
- Clean, with a soft damp cloth.

### CHROME & METAL FINISHES

Dust the surface regularly to avoid build-up of pollutants, which may cause the surface to rust. Only use a recognised brand of chrome polish, if necessary.

Avoid contact with sharp or hard objects as this will cause scratching.



# CONCRETE/TERRAZZO

## Fibre reinforced Natural Concrete (FRC)

Our concrete products are comprised of natural materials, granite stone powder, cement, nylon net and water. Much like any natural material such as wood or stone, concrete is a porous material. We have sealed your concrete with a wax sealer that will help provide active protection against staining. To ensure the lasting beauty of your concrete surfaces we recommend reviewing and practicing the following care and maintenance instructions.

## AFTER INSTALLATION

The product has been sealed for protection against moisture and staining. Once the pieces have been waxed we recommend allowing them to remain free of objects on the surface for at least 6 to 12 hours. This enables the wax to penetrate the material evenly before the beginning of regular use. The wax we use is a paraffin-based substance that hardens the material and protects the surface from staining.

# CLEANING YOUR PRODUCT

- Clean your FRC product using mild soap (such as dish soap) and water.
- Do not use heavy abrasive, bleach-based, or ammoniated cleaners. Use of such cleansers will wear down the wax protection and result in less stain resistance.
- We do not recommend use of most natural cleansers (which are often citrus-based), as the cleaning agent is typically highly acidic and can damage natural materials.

## REGULAR MAINTENANCE

Re-wax periodically. Waxing your product regularly is a quick and easy process that will provide additional protection against staining.

- Wax once within 2 months of installation of your product and every 3 to 6 months thereafter, depending on use and location.
- If the product is placed outside, wax it well before winter.
- Cover and raise off the ground!
- Please see instore for recommended maintenance products.

# AVOIDING STAINS

Food preparation directly on concrete surfaces should be avoided. Catalano Interiors recommend the use of a cutting board at all times. Spills should be wiped up as soon as possible. While the waxing performs well against stains from oils and acidic materials, prolonged exposure may cause penetration of the sealer and possible discolouration.

Expect occasional rings to appear from any liquids. Oils, in particular can penetrate the surface from the weight of a glass or jar. Wiping up spills immediately can minimize but may not prevent staining.

Please note that bath oils, in particular should not be used as they will cause staining from being left in contact with the surface of the concrete for too long. The first stain is always the worst.

Expect the wear of your product to contribute to its uniqueness. Using felt or rubber feet pads is recommended for the bottom surfaces of all objects left to remain on the surface of your product indefinitely, especially unglazed ceramics such as terracotta pots.

Unglazed ceramics compete for residual moisture in the concrete and may cause discolouration. Do not place hot objects on the surface as they may cause discolouration. Using a trivet, coaster or placement at all times during use is recommended. At any point, refrain from putting blue painter's tape or other adhesives directly on the product.

Although not considered a defect, non-structural hairline cracks are possible and may result from shrinkage and the natural curing process. If hairline cracks do appear, immediately apply a thick coat of wax and rub in well to prevent moisture from seeping into the cracks and causing discolouration. Re-wax the area and surrounding surfaces periodically as detailed above.

Please see in store for cleaning and maintenance products.

## EXCLUSIONS TO THE WARRANTY

- Normal wear and tear, including pilling of fabric, fading, loss or deterioration of the whole product or its components;
- Damage caused by improper use, cleaning, negligence, treatment, storage of the products or otherwise cause by your acts and/or omissions.
- Damage caused through modifications, alterations; improper assembly, tampering or products used in an abnormal manner and nor for the products intended purpose;
- Damage caused by exposing the products to the sun, extreme heat or cold, or chemicals/agents not approved by Catalano Interiors.
- Defects in products that are sold "As is" which have been brought to your attention.
- **Moving from the original delivery address.**

