

Tide furniture is designed to be timeless both aesthetically and in terms of quality. In that regard we offer the following warranty and care instructions to ensure you are provided with the appropriate protection for your furniture. We aim to ensure your furniture stays looking great into the future, and, in the unlikely event a problem may arise, it will be dealt with appropriately and with minimum inconvenience to you.

Warranty

TIDE furniture is covered by a 5 year manufacturers warranty (residential) and a 3 year manufacturers warranty (commercial).

The TIDE Warranty does not cover and specifically excludes faulty materials, fabrics, hardware and/or components that were procured from third party suppliers. However, TIDE will seek compensation or replacement by the manufacturer (supplier) of the any faulty materials or hardware.

The TIDE Warranty does not cover products that have been damaged in transit, misused and/or exposed to extreme conditions (including prolonged exposure to sunlight).

Furniture exposed to excess wear and tear is not included in the warranty. Scratches, burns and/or breakage of glass, damage caused by inappropriate use of cleaning products are also not included.

Damage to third party property; any removal and/or installation expenses associated with any claim; and transport or freight expenses associated with any claim are not included.

General furniture care for all TIDE furniture with a Natural Oil finish and furniture with a stained lacquer finish:

Cleaning:

You can use a lightly dampened soft cloth (a microfiber cloth is ideal) to remove dust and light stains. We don't recommend using harsh cleaning products or scrubbing cloths.

Ornaments:

Take care when placing or moving unglazed ceramics as they may scratch the surface. We also advise ornaments are periodically moved to avoid shadows.

Direct Sunlight:

We don't recommend placing our furniture in direct sunlight, as excessive direct sunlight may cause the timber colour to deepen over time. A light filled room is perfectly fine though.

Heat:

We recommend using placemats and drinks coasters if you are placing hot dishes on the surfaces of your TIDE furniture. Direct heat can cause staining. TIDE furniture should not be positioned over - heating vents, in front of gas heaters, oil heaters, open fireplaces or next to hot electrical appliances.

Moisture:

Large spills left over time may cause damage to the timber and finish. If you have a large spill, dry the table immediately to avoid damage. A household problem of 'rising damp' may also affect your furniture.

Repair (a scratch eg):

- Natural Oil Finished furniture:

It's fairly straightforward to repair and re-oil oiled surfaces. See detailed instructions on the next page.

- Lacquer finished furniture:

If your furniture is finished in a clear or stained lacquer finish, you'll need to contact us for repair advice. Your furniture will most likely need to be fully sanded back and re-sprayed.

Repair (structural):

Please contact us for advice or an assessment.

Please contact us if you need any further help with the care of your TIDE furniture.

Repair instruction for table tops with hardwax oil finish.

First of all you will need to order a small tin of the hard wax oil from Osmo Australia. The product is Polyx-oil and the sheen is Matt 3062.

<http://www.osmoaustralia.com.au/Products/13/16/Polyx-Oil-02/>.

375ml will be adequate.

Repair of a scratch on the table top:

Simply sand the affected area lightly with 120 grit sand paper - it's good to sand a slightly larger area - approx 200mm. Don't sand too heavily because you want to avoid going through the finish.

Then just apply some Osmo with a rag, rub in gently and leave it to cure.

This should fix the issue, however if not satisfied with the repair, we recommend a full re-coat of the table top.

Application of a new hardwax oil coat to table top:

1. Give the table a light sand with 240 grit sand paper. Then wipe off the excess dust.
2. Using a short napped (approx 5mm) good quality roller apply the finish across the table from one end to the other (side to side). Then roll along the length of the table to ensure an even coat. The roller should be fully loaded but not over loaded - i.e. give it a good roll in the tray prior to applying to the top. You will probably need to re-load the roller a couple of times depending on the size of the table.
3. Allow to dry over night - the table can be used the next day however take extra care of the next few days as it fully hardens.
4. The top may feel a bit rough the next day through dust settling on the top - use the back of the sandpaper (the paper side) to rub the table down in the direction of the grain to remove any roughness. Try to avoid any breeze while the coat is curing as this will increase dust particles settling on the top.