



TIDE

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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 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.

Furniture Care

Daily Cleaning

Use a lightly dampened soft cloth (a micro fibre cloth is ideal) to remove dust and light stains. Avoid using harsh cleaning products or scrubbing cloths.

For regular cleaning and rejuvenation we recommend Osmo Liquid Spray Cleaner.

Ornaments

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

Direct Sunlight

We don't recommend placing TIDE furniture in direct sunlight, as excessive sunlight will speed up the natural timber oxidation process and the corresponding yellowing that occurs.

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 and/or damage.

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

If you have a large spill, dry the table immediately to avoid damage. A household problem of 'rising damp' may also affect your furniture.

Table top maintenance and repair

Daily Cleaning

Use a lightly dampened soft cloth (a micro fibre cloth is ideal) to remove dust and light stains. Avoid using harsh cleaning products or scrubbing cloths.

For regular cleaning and rejuvenation we recommend Osmo Liquid Spray Cleaner.

Periodic Cleaning/Stain/Light Scratch Removal

Over time the table-top may develop stains, marks and light scratches. The following procedure will address these issues – this procedure is only for table-tops finished with hardwax oil top coats.

- Using 0000 steel wool, or a fine (maroon) Scotch Brite pad, rub down the entire table top along the length of the grain.
- Wipe off the white dust that is created.
- Spray a fine mist of Osmo Liquid Wax cleaner over the surface and then wipe down the whole surface with a microfiber cloth. Alternatively, apply a coat of Natural Oil and leave to dry overnight.

Heavy Scratch or Damage Repair

For repair of a heavy scratch, or damage to the surface, or for instructions on how to apply hardwax oil please contact us for advice.



Upholstery

Fabrics - Linen and linen blends

Vacuum regularly using low suction, protect from direct sunlight. Annual professional cleaning is recommended.

Cleaning

Shampoo clean using upholstery shampoo. Do not use dishwashing or laundry detergents. Do not wet filling. Do not scrub with a stiff brush. Dry in shade away from direct heat. Allow to dry thoroughly before re-use; OR Clean with hot-water extraction machine (hot). Professional cleaning recommended. Use only upholstery detergent. Do not wet filling. Dry in shade away from direct heat. Allow to dry thoroughly before re-use.

Spot Cleaning

Treat spills and stains as soon as possible. Gently scrape any soil or mop any liquid from the surface of the fabric. Apply proprietary cleaning agents strictly according to instructions to remove the residue of the spill. Do not saturate the fabric or interior with water or other cleaning liquids. May be spot cleaned with dry cleaning solvent.

Soil Resist Treatments

Apply only water-based soil resist (fabric protector) treatments.

Pilling

Can occur occasionally as a result of normal daily wear and should not be considered as a fault. Fibre pills can be removed by a battery operated pilling tool available from most haberdashery stores.

Refer to fabric supplier's guides for more detailed instructions/ or specific fabric care.

Leather Care

Do not place leather in direct sunlight. Ensure a minimum of 80cm between furniture and any heating source. Dust on a regular basis with a clean dry cloth.

Gently remove all spills immediately with a dry clean cloth. Use a damp cloth and do not scrub or rub hard.

Use proprietary leather cleaners only in strict accordance with manufacturer's instructions. Do not use shoe polish, saddle soap or unidentified leather cleaners, pastes or abrasives.

Regularly clean contact areas such as arms and headrests to avoid build-up of perspiration and body oils.

Dry in shade away from heat.

We recommend cleaning by specialists using only proprietary leather care products appropriate to leather type.

Please Note: Failure to regularly maintain leather may lead to a build-up of perspiration and body oils that may discolour leather.