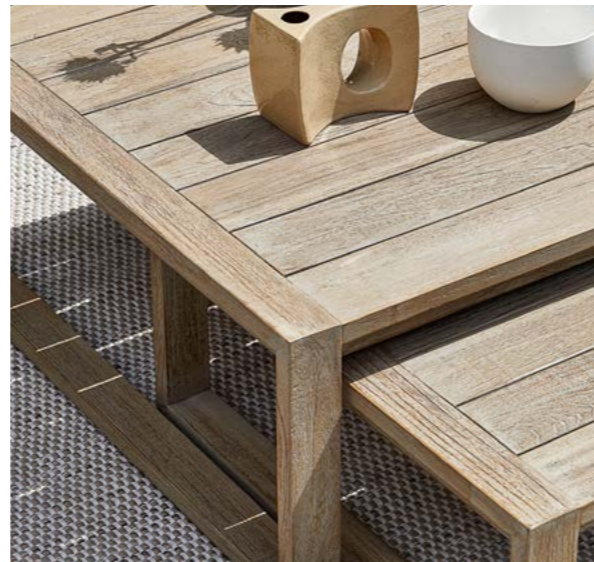




## FURNITURE

- Positioning your furniture under shade such as awnings, pergolas or umbrellas will maximise its life.
- Dragging your furniture may result in damaging your furniture or flooring, please note that this is not covered under warranty. Never drag furniture, always carefully lift and move.
- Scratching or denting whilst in use is part of the normal wear and tear and is not covered under manufacturer warranty
- Please make sure you protect your furniture before you stack it as it may result in scratching/denting your furniture which is not covered under warranty.
- Covering your furniture with a cover can help to lessen any damage caused by exposure to the elements. Furniture must be completely dry beforehand to avoid moulding and/or damage from moisture.
- For self-assembled products, check periodically to re-tighten any fasteners.
- Always use your furniture in a proper way:
  - Don't put too much unnecessary pressure on edges, handles, or arms.
  - Chairs, tables, and lounges must be placed on a relatively even surface to avoid damaging the furniture, and user injury.



## WOOD

- Wood is prone to potential discolouring and cracking as it is a natural product.
- It can expand in humidity but will resort to its original form.
- Colour maintenance is required with minimal oiling, untreated timber will patina into silver gray over time. Oiling your wood will also reduce minor cracking and splitting.
- Clean with timber cleaning products and dry thoroughly, sand off persistent stains with high grit sandpaper if needed. Apply timber oil and shield afterwards.
- Softwoods need constant protection when not in use as they vulnerable to the elements.

## WICKER

- Remove any cushions or coverings before cleaning
- Clean with warm, mildly soapy water. Rinse with clean, cold water. Dry thoroughly.
- Do not use harsh or abrasive chemicals.
- Do not use high-pressure hoses to clean as wicker is very lightweight.
- Use Wicker Protector to block UV rays from time to time.

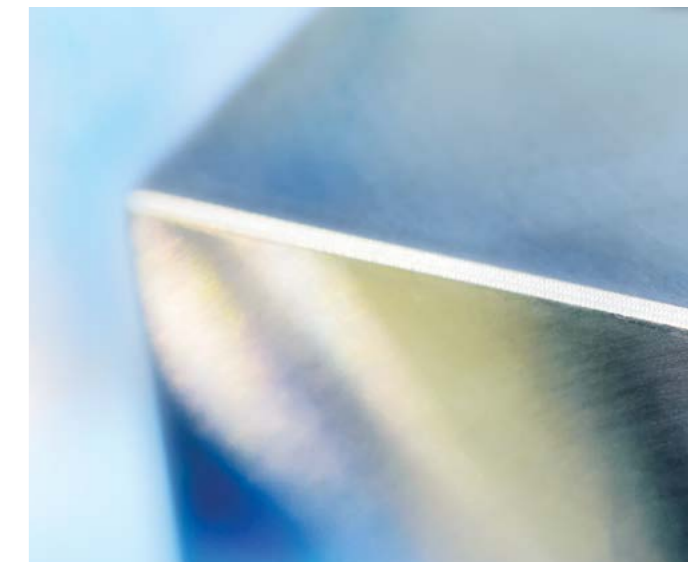


## HANGING CHAIR

- The stands of all our hanging chairs are made with powder coated steel. This coating prevents the material from being exposed to the environment and any potential corrosion.
- As the base makes direct contact with the ground, it is easy for the coating to get scratched and damaged over time. When the coating is gone, rust will start to develop.
- If the coating becomes damaged, you will need to either purchase a replacement base or to frequently use WD40 to remove the rust.
- Rust due to coating damage from misuse is not covered under the manufacturer warranty.
- The Hanging Egg chair is not a toy and should not be swung on. Please supervise children when they are using the chair.

## STAINLESS STEEL

- Withstands rust and corrosion, but powder coating is recommended for added resistance, especially in coastal areas where salt air and water are present.
- Use a dedicated stainless steel cleaner for more stubborn stains carefully following the instructions on packaging.
- Remove any cushions or covering before cleaning.
- Clean using a mild detergent and warm water, make sure you rinse the surface thoroughly to prevent staining and spotting.
- Towel dry to prevent spots from water minerals.





## CUSTOMER SERVICE

Should you have any questions or problems with your purchase please contact our Service team on 13009OSMEN, or email us [service@osmen.com.au](mailto:service@osmen.com.au)



## CANTILEVER UMBRELLAS

- Use our set of Umbrella Weight Plates. These are available for purchase online and at the store that supplied your umbrella.
- Cantilever umbrellas supplied with plastic bases must be weighted down with ballast. We recommend around 80-100kg worth of stones to be used as water will not weigh the base down adequately.



## GENERAL CARE AND MAINTENANCE

### UMBRELLA

- Do not leave umbrella open when unattended.
- When closed it should be securely strapped.
- If supplied, use the umbrella cover when closed.
- Ensure the umbrella is securely fitted to the correct base.
- Do not use the umbrella during strong winds or other inclement weather.
- Damage from wind or weather is not covered in warranty. The warranty covers manufacturing faults and defects only.



### FABRIC

- Cushions can withstand light soaking but we recommend storing them away in a dry area during periods of heavy rain. Ensure the cushions are dry before storing.
- Turning cushions over regularly will even wear and fade.
- Clean spills immediately. Blot as much of the spill as possible with a clean, dry, white cloth. Do not clean using harsh cleaning agents or chemicals, refer to the attached care label on fabric for detailed information on maintenance. We recommend using Guardsman Fabric Protector for prevention.