



Warranty & Care Guide



Care Guide

Our products are designed to last for a long time. However, maintenance will preserve the look and extend the life of your lights for years to come, so we recommend implementing a simple maintenance program. We've outlined these steps below to help you take care of your new piece.

One of the most important things to keep in mind is the location of your product, as this can greatly affect the appearance of the product. The effects of ultraviolet light, atmospheric pollution, dirt, grime and airborne salt deposits can all accumulate over time, so items should be regularly cleaned. Avoid placing products in direct sunlight where possible. Placing items where they can touch external walls can create moisture build-up, and placing them too close to radiators, heaters and gas or wood fires can increase the risk of damage or discolouration.

PLEASE NOTE that it's very important you ensure lights are turned off and un-powered during cleaning. Do not attempt to clean lighting products while switched on.

Warranty

Marz Designs lighting products come with a two-year warranty. We ensure the quality of our design and artistry in our products will provide a lifetime of enjoyment when they have been carefully maintained and subject to their intended use.

Our products will need a little care and attention to ensure they can be enjoyed by generations to come. Please ensure you refer to the care instructions supplied in the following pages to extend the life of your product.

Terms & Conditions

The benefits given to You by this warranty are in addition to other rights and remedies You have under law in relation to the Goods or Services to which this Warranty relates. Our Goods come with guarantees that cannot be excluded under the Australian consumer Law.

You may be entitled to have the Goods repaired or replaced if the Goods fail to comply with Marz Designs quality and design standards, and the failure does not amount to a major failure. We will not be liable for any claim for breach of any warranty given under these warranty terms unless You satisfy us that You have strictly complied with any of Our instructions relating to the relevant Goods.

You must: (a) notify Us in writing if Goods or services failed to comply with the relevant Warranties detailed above within 24 hours of the delivery of the relevant Goods or if after delivery within the Warranty period; and (b) provide photos accompanied with a written comment of the alleged fault or defect to facilitate the claim process; and (c) preserve as far as possible for Our inspection, Goods that are alleged not to comply with the relevant warranties. We will; (d) Confirm receipt of Your notice within (3) business days; and (e) investigate the alleged fault. This investigation may include inspecting the photos and comment provided by You, contacting You for further details on inspecting the item in question; and (f) Notify You in writing stating whether We accept or reject Your claim within 14 days. If We find a claim to be valid, We will at Our option, repair, replace or reimburse You for the costs of the Goods in accordance with these Terms and any applicable Australian consumer law. If an inspection is required to determine the nature and cause of the issue, this will be conducted by a representative of Ours at a mutually convenient time.



Brass (machined)

Machined brass arrives with a bright brushed finish. It may show small signs of patination and fingerprints, but these should be slight. Then as time goes on, the brass will become dull and darken, and marks may start to show. Sometimes this can be accelerated in wet or damp environments. All our machined brass components use solid brass; we do not use plating. We apply a thin protective clear coat over the metal surface to slow the patination process down, but it will gradually patina over time. For general cleaning, use a soft clean, lint-free cloth. Avoid using abrasive cleaning products or cloths as this can scratch the clear coating and permanently damage the surface.

Note: Always wear gloves whilst handling to prevent finger marks.

Brass (sheet) - Raw/natural

Raw brass will patina and it's intended to age naturally. For general cleaning, use a soft clean, lint-free cloth. For heavy cleaning, we recommend Brasso to remove dirt, tarnish & grease build-up. This will alter the brass to a bright shiny & polished finish. Follow the application method on the bottle. If you prefer a brushed finish, we recommend lightly sanding afterwards with a Scotch Brite sanding pad.

For a chemical-free alternative to Brasso, you can create a flour/vinegar paste. Mix one teaspoon of salt into a 1/2 cup of vinegar. Add flour until the liquid becomes a paste and spread over the brass. Let the mixture sit for an hour, then rinse and buff the piece. This method will lighten the colour of the brass.

If there are any surface-level scratches, a Scotch Brite sanding pad will also work to buff any surface-level scratches out and provide a brushed effect. Be sure to sand the panels in the direction of the grain, never against the grain.

Note: always wear gloves while handling to prevent finger marks.

Brass (sheet) - w/ clear powdercoat

Powder coating is one of the most durable coatings available and does not require much maintenance. However, as a general rule, cleaning should occur every three months. In areas where pollutants are more

prevalent, such as beachfront houses and industrial or geothermal areas, a cleaning program should be carried out more frequently, i.e. every one to two months. Carefully remove any loose surface deposits with a wet sponge. Use a soft brush (non-abrasive) and a diluted solution of a mild detergent to remove dust, salt and other deposits. Do not use solvents. Revive dull surfaces using car polish.

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Anodised Aluminium

Anodised aluminum is extremely durable but over time, anodised aluminium will naturally scratch and fade, just like any metal. You can offset these effects with regular cleaning, which helps brighten the metal and maintain its natural sheen. Wipe with a damp sponge to remove general surface dirt and dry aluminium with a soft towel.

Ceramic

Ceramics are particularly susceptible to damage and should be treated with care, particularly during installation. Wipe with a clean cloth to remove any dirt or dust. Use only lint-free cloths as fibres may be torn off when cleaning the rougher surfaces of unglazed earthenware. Avoid placing in extreme hot or cold environments, which can cause thermal shock and result in fragility and cracking and/or breakage. Note: Due to the nature of clay and the manufacturing process, variations in shade, colour, and size of up to 5% are considered natural characteristics. The ceramic slip is mixed by hand, and swirls in the ceramics are considered a hallmark of the handmade.



Frosted Glass

Frosted glass is particularly susceptible to damage and should be treated with care, particularly during installation. Avoid using abrasive cleaning products or cloths as this can scratch the frosting and permanently damage the surface. Gently wipe with a dry lint-free clean cloth to remove any dirt, dust or marks. If necessary, 'Isocol' rubbing alcohol may alternatively be used or a household glass cleaner to remove marks. Dry with a soft cloth or paper towel to avoid streaking.

Note: Always wear gloves whilst handling to prevent finger marks.

Fluted Glass

Our fluted glass shades are hand-blown by artisans in Brisbane and, as such, may vary slightly between batches. Glass is particularly susceptible to damage and should be treated with care, particularly during installation. Wipe the product with a clean cloth to remove any dust. If necessary, 'Isocol' rubbing alcohol may alternatively be used or a household glass cleaner to remove marks. Dry with a soft cloth or paper towel to avoid streaking.

Marble

Marble is very porous and reacts on contact with any acid, such as acidic or abrasive cleaners, so special care must be taken when handling marble. Use a natural, light soap or marble cleaner for deeper cleaning. If dust or other debris has accumulated on the marble, dilute a gentle dish soap in a little warm water and use a soft cloth to clean. Clean up all spills immediately, as the liquid on the surface may penetrate the surface and leave permanent staining. Note: Our Bermuda lights are fragile. Please always handle with two hands and don't pick up from the corners.

Timber

Most of our timber items come pre-oiled; however, timber requires a regular maintenance program to maintain its natural shine and prevent it from drying, warping or splitting. We recommend polishing timber products every 3 to 6 months, using a natural beeswax polish to restore and maintain. Make sure the surface is free of dust before starting. If correctly applied, timber treatments will extend the life of your item.

Timber continued...

To restore the original appearance of the timber, lightly sand all over and apply the recommended finish per manufacturers' instructions. Where possible, keep items out of direct sunlight to avoid timber drying out, warping and fading. Extended exposure to moisture can also cause deterioration.

Being a natural material, timber may change colour or even crack due to humidity levels and sudden temperature changes. The hotter the climate and the greater the exposure to the sun, the more frequently the timber will need to be oiled or waxed.

Note: For regular cleaning, wipe down with a damp cloth, or we recommend using OSMO Spray Cleaner for everyday cleaning and maintenance.