



# Repair and Renew

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## Pack includes

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- B – Warranty Certificate
- C – Product Stewardship
- D – Product Longevity
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# SECTION

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# A

HOW TO CARE FOR  
YOUR PRODUCT



## How to care for your product

One of the best ways to ensure your Koskela products last for as long as possible is to ensure they are properly maintained.

The following pages outline our recommended care and maintenance procedures for different finishes.

Our After Care team is happy to work with your facilities teams to ensure they understand the processes involved.

We also offer maintenance and refurbishment services in the event of any damage (see section C below).



## ABS Edging

A soft damp cloth will remove most marks or spills. For more stubborn marks, use a combination of warm water and a mild soap or good quality detergent. Avoid abrasive cleaners.

ABS is a plastic and can be recycled at the end of its life.

The corresponding Resin Identification Code is 7.

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## Aluminium

Aluminium can be recycled forever; it can be melted down and reformed with no loss of properties or quality during the recycling process and the process can be repeated over and over again.

The recycling of aluminium is a closed-loop process, meaning that no new materials are introduced along the way.

## Birch Plywood

Dust furniture with a soft damp white cloth, dusting in the direction of the natural grain. Do not use a wet cloth as this will result in streaking. Dry with a soft cloth in the direction of the timber grain. Please ensure cleaners do not use any silicon-based cleaning products (e.g.: Mr. Sheen).

Always protect timber from moisture and liquid stains by soaking up excess liquid immediately using a non-coloured paper cloth or an absorbent cloth. Do not place hot objects, including cups of tea /coffee, on timber surfaces as this may damage polish coating. We recommend using placemats or coasters.

Timber is a natural product and will change colour with age and exposure to ultraviolet light.

Timber edges are vulnerable to impact damage, so please use caution when relocating timber products and when placing timber products next to hard surfaces. Cleaners should be instructed to exercise care to protect timber edges from impact from cleaning equipment. If deep scratching occurs, please contact a professional furniture refinisher or Koskela to arrange a repair quotation.

Plywood is a material manufactured from thin layers of wood veneer that are glued together. Plywood edges are vulnerable to impact and split damage, so exercise particular care to protect them.

Timber can be recycled as structural or appearance products, or even remade into flooring, joinery, decking etc.

The versatility of timber is no better demonstrated than in the variety of second-life products it makes its way into.

## Corian

Corian can last a long time and is very durable. It can easily be repaired, re-cut and re-used. Once it has reached the end of its life, Corian products are non-hazardous and can be easily discarded with minimal impact on the environment.

## Laminate

Use a soft clean damp cloth to clean the laminate surface. Soiled surfaces or light stains can be removed with warm soapy water or common cleaning product such as Nifty, Flash liquid or Mr. Muscle.

Wax or other polishes are unnecessary and should not be used. Spills of any nature should be wiped up as soon as they occur. Products like tea, beetroot, red wine, fruit juices, bleach and mineral acids will cause stains if not removed immediately.

If stain damage does occur, endeavor to remove by using either the normal cleaning method or an appropriate solvent. If the stain persists, apply a mild abrasive such as white toothpaste with a soft brush or cloth.

Never use a harsh abrasive or steel wool. Prolonged exposure to sunlight will cause laminate to change colour. Laminate can be damaged by chopping and cutting directly onto the surface. Sliding of heavy metallic or earthenware products can cause scuffing to the surface.

Fine scratches or scuff marks can be removed by the application of a good quality car polish. Severe scratches and cuts can be repaired with Laminex Colourfill.

To prevent surface scorching, the use of a protective mat is recommended when placing hot items such as irons or pots and pans straight from the oven onto the surface.



## Leather

Protect leather from direct sunlight, direct heat and adverse weather conditions. Regularly clean and dust leather products with a clean dry cloth. In no circumstances should detergents, chemicals or furniture polishes be used in the cleaning of leather products. Avoid any harsh rubbing or scrubbing of the leather. If using proprietary leather cleaners, do so strictly in accordance with the manufacturer's instructions. Buff with a dry cloth.

Dry in shade away from direct heat or sunlight. Persistent stains may require treatment by a professional cleaner. One to try: [www.multimaster.com.au](http://www.multimaster.com.au) (Leather Master) It is not compulsory to clean the leather regularly, but in any case, it is important to avoid an accumulation of dirt and grease. Regular cleaning can be done simply using a damp cloth, avoiding soaking the leather, and avoiding rubbing it excessively.

If you require a more intensive cleaning, you will need to use products specifically designed for upholstery cleaning (this is different to leather shoe cleaning products).

If you need to clean any stains (grease, ink etc.) you will need to use specific products designed to remove these products from finished leather.

Never use waxes or spray polishers due to the fact that they contain silicon. Do not use any kind of solvent, high alkaline cleaners, acid-based products, products containing bleach, or ammoniated cleaners. It is very important to take into account not to use inappropriate products that may damage the leather modifying the feel, look, or even producing a colour transfer.

Dry cleaning and steam cleaning are not recommended as they can damage the leather finish, producing a premature cracking, changing the feel, or even creating discolorations. Leather in good condition can be re-used. Otherwise it can be ground into shreds, combined with water and then mixed with binding products such as natural rubber and acacia wood bark.

# Lighting

## Social Impact

## Terms

Koskela deals with the artists via their Art Centre, a community owned enterprise with all profits made being used to promote the local artistic community.

The artists are paid in full for their work by the Art Centre and Koskela pays this amount plus a fee charged by the Art Centre which covers the role the Art Centre plays in coordinating the distribution of the shades and in ensuring that the works are of a quality which is acceptable to Koskela. This also ensures that Koskela is contributing to ongoing viability of the Art Centre.

## Tradition

Weaving has been used to create functional and decorative items by Aboriginal and Torres Strait Islander women for centuries. This is the first time these traditional weaving techniques have been used to create products specifically designed for the contemporary interior design market. When the women make these pieces they sit and talk. These lampshades are filled with the stories of their makers, their laughter and their culture. We hope that you treasure them and that they become a future heirloom for you and your family.

## Caring for your lampshade

The key to looking after your lampshade is ensure that it is not situated in an area where it is in direct sunlight. Any pandanus and bushstring used in the weaving is dyed using natural dyes. Sunlight will cause the weaving to fade, much like any other naturally dyed product.

Over time, some fading is also natural. This is a process inherent in a natural product and should not be viewed as a fault. We suggest dusting regularly with a feather duster.

# Lighting

## Ceramic Pendants and Wall Lights

### Material

The ceramic shades are hand-crafted and glazed. Each product is individually handmade and should be treated with care. Irregularities in size, glaze and texture reflect the handmade nature of the product and should be embraced. Each shade has an appearance that is unique. Though we make every effort to achieve the highest standards, the minor variations in material and finish are characteristics typical of the material and manufacturing process.

### Caring for your lampshade

We suggest dusting regularly with a feather duster. If the shade is marked, a Magic Eraser can be used on the surface of the glazed pendant. This is a white melamine foam that can be purchased from hardware stores.

## Other Pendants and Shades

### Materials

A selection of other pendants and shades from Koskela come in a variety of materials including but not limited to bamboo, cane, rattan, reed or metal. Please refer to general care instructions for the material specific to the product in question.

### Caring for your lampshade

We suggest dusting regularly with a feather duster. For all natural fibre materials, general care instructions apply. For all metal materials, general care instruction applies also. Do not submerge any lighting component to clean or apply excessive water or cleaning fluid. A general gentle dry wipe down is sufficient for a quick clean.

## Marble

Clean stone surface with a few drops of neutral cleaner or mild dishwashing detergent in lukewarm water. Rinse the surface thoroughly with clean, clear water after washing and dry with a soft cloth. Clean up spills immediately and protect your marble top with coasters or placemats.

Do not use cleaners that contain acid such as bathroom cleaners or tub and tile cleaners. Do not use abrasive cleaners. Do not place hot items directly onto the surface.

Do not use vinegar, lemon juice or other cleaners containing acids on natural stone surfaces. Please note that many common foods and drinks contain acids that will etch or dull the stone surface.

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## Polyethylene

Dust with a damp white cloth. Dry with a soft cloth. Stains can be removed with a damp cloth. For tough stains, turpentine or methylated spirits can be used.

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## Powder Coat

To clean your powder coated surface, firstly carefully remove any loose deposits with a wet sponge. Then, using a soft brush (non-abrasive or cloth) and a mild household detergent solution, remove dust and other deposits.



# Outdoor Powder Coat

Koskela outdoor furniture is made with the most premium materials available to withstand the harsh Australian outdoor climate.

We manufacture our products combining high-performance materials – robust and durable enough – to withstand the diverse Australian elements. However, like all beautifully hand-crafted furniture, your product will need to be looked after to protect and maintain it and maximise its longevity.

To clean your powder coated surface, firstly carefully remove any loose deposits with a wet sponge. Then, using a soft brush (non-abrasive or cloth) and a mild household detergent solution, remove dust and other deposits.

Koskela's steel furniture is powder coated in the colour of your choice, which also prevents it from rusting. Powder coat is a durable coating, but not indestructible. With wear and tear the powder coat can chip, exposing the raw steel underneath. Once exposed, the steel may start rust.

This can be prevented by touching up the powder coat with Koskela's touch-up kit. We recommend applying the paint as soon as you notice a chip or crack in the surface for best results

The kit contains:

- 50ml paint bottle\*
- Paint brush

Instructions:

- 1.Shake the bottle gently for 30 seconds before opening.
- 2.Make sure the area you are painting is clean and dry.
- 3.Dip the paintbrush into the bottle, brushing on the side to remove excess.
- 4.Coat the area once only.
- 5.Leave for 20 minutes to dry.

\*Make sure you have the correct powder coat colour to match your furniture.

# Outdoor Powder Coat

## Re-powdercoating:

The lifecycle of your product matters to us. Koskela offers a re-powder coating service for all our outdoor furniture. To see if your product qualifies, please get in touch with one of our Consultants who can determine if this is a suitable option.



# Textiles & Upholstery

## Textiles

Vacuum your upholstery regularly for general cleaning. Turn and rotate loose cushions at least every three weeks.

For spill cleaning; blot or absorb the liquid out of the surface with a clean detergent-free cloth.

For spot cleaning; dab the surface with a damp cloth using tepid water and a neutral soap. Rinse the cloth often in clean warm water. When dry, gently rub the surface with a soft, dry cloth.

To remove dried solids, use a soft clothes brush to gently break up and remove solids, spot clean as above. To remove stubborn stains, seek professional cleaning advice before attempting to dry clean.

Do not machine wash under any circumstances. Wet cleaning using soap, water or detergents is not recommended.

Wet cleaning may cause the colours to run or the fabric to discolour. It is best to contact the fabric company directly with queries or for more information.

## Upholstery

Feather cushions must be “fluffed” and turned regularly or they will not hold their shape and will become flattened. This is the nature of the material, and we recommend a feather/foam combination for cushion filling if this is undesirable.

Koskela offers re-upholstery service for our product range, please contact us and we will let you know how.

# Timber Care

## Solid Timber and Veneer

Modern heating and cooling methods often produce excessively warm and dry, or cool and dry atmospheres. This may cause movement within the timber. We recommend that you maintain a well-regulated room temperature and do not expose the furniture to direct heating or cooling sources.

The timber has a lacquer finish, with a beeswax based polish buffed over the top. We do not recommend placing hot or warm plates, cups etc. directly onto the furniture or leaving alcohol or water on the surface.

We recommend using placemats or coasters. We suggest you care for your Koskela timber furniture as you would any distinctive piece of furniture.

Koskela prefers acid cat sealer, which has a silky smooth finish and will resist moderate water, heat and abrasion. This natural-look sealer with near zero gloss finish gives the look and feel of raw timber, so scratches will not be as visible, and it also provides resistance to staining, heat and yellowing from light exposure.

To retain the look and feel of the surface, polish with a traditional solid wax polish and shine with a soft white cotton cloth as often as you feel necessary. Spray polishes with a silicon base e.g. Mr. Sheen are not recommended. Minor scratches can be minimised or eliminated by waxing the furniture. Deeper scratches may require professional maintenance and you may wish to consult a professional furniture refinisher.

Timber can be recycled as structural or appearance products, or even remade into flooring, joinery, decking etc. The versatility of timber is no better demonstrated than in the variety of second-life products it makes its way into.



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# SECTION

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# B

WARRANTY  
CERTIFICATE



# Warranty Certificate

At the core of Koskela’s environmentally conscious policy is our commitment to make high quality products, which last for years and can be repaired if something goes wrong. Our products are designed to the highest standards of quality and functionality. While we believe our furniture will last as long as possible, if something does go wrong, we are here to help. All Koskela products are warranted against defects in materials and workmanship under conditions of normal and proper usage for 7 years from the date of purchase – this warranty transfers to whoever owns the product. After this time, if something goes wrong, contact us and we’ll let you know if we can fix it for a reasonable cost.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

# Warranty Certificate

## Some things to note

### 01

We can't cover normal wear and tear, soiling, fading, wrinkling, or damage resulting from negligence, improper or lack of cleaning, accidents, misuse or prolonged exposure to direct sunlight. We can give you a cost to repair this if possible.

### 02

For solid timber pieces, we have some special conditions because of the nature of the material. We can't cover hairline cracks and surface irregularities such as colour variation, and colour changes caused by exposure to sunlight are not covered. These are all features of a natural product. Love these irregularities, they are what makes timber special!

### 03

We'll let you know whether repairs to be carried out are covered by warranty or not, and if not, submit a quotation for the work and freight costs. For repairs covered by the warranty we will, at our option, either exchange the item or carry out repairs. We will also arrange transportation.

### 04

We can't warrant fabric or leathers specified. We will always do our best to suggest the best option to suit your needs – leather as a natural material will change in appearance over time.

### 05

Foam settling, leather and fabric stretching, resulting in comfort creases are normal occurrences and aren't covered by this guarantee.

# Warranty Certificate – Outdoor

## Some things to note

Our warranty does not cover the following:

### 01

Physical Damage that can result in chipping, cracking, or breaking due to mishandling

### 02

Damage caused by abrasive chemicals or cleaners

### 03

Corrosion from scratches or abrasions that result from general wear and tear

### 04

Damage from minor corrosion spots at the weld joints – under tabletops, bases, and seat frames. These do not affect the structural integrity of the product and are a natural outcome of the material used

### 05

Corrosion resulting from direct use in harsh seafront locations or in confined chlorinated environments

### 06

Corrosion resulting from the build up mould due to wet weather and humidity



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# SECTION

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# C

PRODUCT  
STEWARDSHIP



# Product Stewardship Policy

Koskela believes that it is the designer's responsibility and opportunity to develop products that minimize environmental impact. An integral part of this is providing clients with a viable alternative to landfill for their furniture items at end of life. Koskela and its manufacturing partners are committed to responsible life cycle management and the core principles of product stewardship and extended producer responsibility.

As a manufacturer/supplier, we understand that corporate social and environmental responsibility goes beyond the point of sale and warranty periods. We start by producing high quality long lasting furniture and providing clients with a 7 year warranty against defect. Our goal is to maximize the overall life of the product as much as possible to begin with. This is followed by initiatives that enable us to give second and third lives to our items.

In conjunction with our manufacturing partners and suppliers we will take back all products and recycle them.

Note: As part of our product stewardship approach, product to landfill is the least desirable option and all efforts to avoid this will be made.



# Product Stewardship Policy

The following alternatives to landfill have been implemented:

## 01

Refurbishment and reupholstery of furniture products

## 02

for reuse or resale to new customers, as part of a 'second life collection'.

## 03

Donation of furniture in existing condition to charity organizations.

## 04

Disassembly of products for materials recycling by approved local operators.

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Koskela uses an adaptive approach to ensure that all our policies are ongoing, evolving processes and our product stewardship is no exception. We are committed to refining, improving and expanding our product stewardship in order to provide lifecycle management solutions that are both environmentally sound and cost effective to our clients.

# Product Stewardship Agreement

This Product Stewardship agreement is in accordance with Koskela's Product Stewardship policy. Koskela recognizes the environmental significance of product life cycle management and furniture recovery. So we provide services that enable the diversion of our products from landfill where possible. This document confirms the specific scope and extent of the product stewardship services offered.

Extent and scope of services to be provided:

- Coordinate collection and removal from site; AND (depending on the condition of product):
- Coordinate full product refurbishment for resale as part of a Koskela second life collection; or
- Coordinate donation of products to socially oriented/community based organization; or
- Coordinate product disassembly for materials recycling and or reuse



# Product Stewardship Agreement

## Special notes

### 01

The customer/tenant shall pay for any costs associated with deinstallation, collection and removal of products as specified above.

### 02

Standard labour rates (of the day) will be applied/charged to any activity specified above.

### 03

The customer/tenant will be responsible for the safe removal of all power/data and communication cables /wires prior to Koskela deinstalling any products subject to product stewardship services. The customer/tenant will pay for any costs incurred in doing this work.

### 04

Any and all proceeds arising from the services specified above are Koskela's.

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# SECTION

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# D

PRODUCT  
LONGEVITY



# Product Longevity

We recognise that the long-term durability of Koskela's furniture is a critical success factor for your project. Throughout Koskela's 7-year Warranty we will provide an ongoing Onsite Maintenance Service. The initial service call will take place six months after installation, with an annual maintenance service visits thereafter.

During the first visit, our skilled Maintenance team will ensure you are happy with the installation. If any defects become apparent during a Maintenance visit, the team will rectify the issue on the spot, or lodge a job and organise its repair within 30 days.

We will create a Maintenance report for you, which itemises your Koskela furniture, recommended refurbishments and product suggestions. Every 12 months the Maintenance Report will be updated and may include suggestions for repairs and refurbishments that we believe will improve and extend the quality use of your furniture.

For example, many of our pieces have components which are able to be easily replaced onsite to allow furniture to be refreshed and to extend its life cycle.

Examples of this include:

- Jake chairs – we can replace chair backs and seats if required
- Jacob sofas – we can replace back and seat cushion covers if soiled
- PBS tables – legs and tops can easily be interchanged or replaced if damaged.

We look forward to supporting you and caring for you Koskela products.