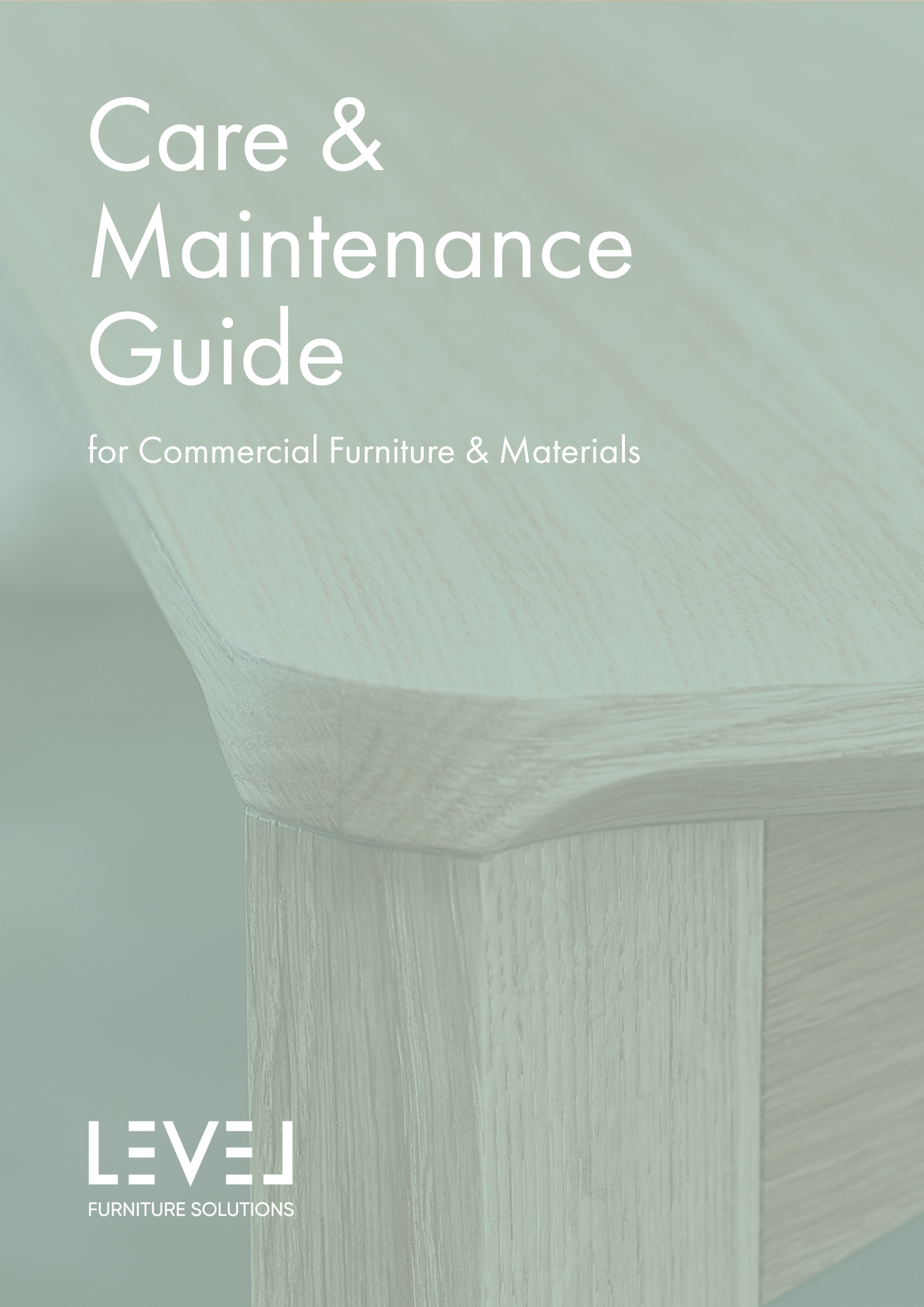
Care & Maintenance Guide

for Commercial Furniture & Materials



LEVEL

FURNITURE SOLUTIONS



Proper care and maintenance are essential to preserve the appearance, performance and longevity of Level products.

Commercial furniture is subject to regular use and environmental exposure. Natural materials and finishes will develop variation and signs of aging over time. These characteristics are inherent to the material and are not considered defects.

Failure to follow the care guidelines outlined in this document may affect warranty coverage.

For full warranty terms, exclusions and claim procedures, please refer to the Level Warranty Guide at the end of this document.

GENERAL CARE OF ALL PRODUCTS

- Clean regularly using a soft, non-abrasive cloth.
- Wipe spills immediately. Do not allow liquids to sit on surfaces.
- Avoid abrasive pads, solvents, bleach, acids, or alkaline cleaners.
- Avoid prolonged exposure to direct sunlight, excessive moisture and heat sources.
- Always lift furniture when moving. Do not drag products across floors.
- Use coasters, placemats, and protective pads where appropriate.
- Products used in commercial environments will naturally show signs of use over time. Regular maintenance is essential to preserve appearance and performance.
- Damage caused by misuse, neglect, improper cleaning, environmental exposur or failure to follow care instructions is not covered under warranty.

Care & Maintenance Guide



Indoor Furniture

Chrome

Chrome finishes require regular cleaning to maintain appearance and minimise corrosion.

Care Instructions

- Clean using a soft damp cloth and dry thoroughly after cleaning.
- Avoid abrasive cleaners or scouring pads.
- Diluted vinegar may be used to remove minor tarnishing.
- Polish periodically using a chrome-appropriate polish.
- Inspect regularly in coastal or high-moisture environments.

Warranty Exclusions

Corrosion, pitting or deterioration caused by environmental exposure, improper care or harsh cleaning products are not covered under warranty.

Glass & Mirrors

Glass and mirror surfaces are durable and easy to maintain but require careful handling to prevent scratches and edge damage.

Minor surface marks and light scratching from everyday use are considered normal wear.

Care Instructions

- Clean using a soft microfibre cloth and a standard glass cleaner.
- Avoid abrasive cloths, pads, or cleaning products.
- Avoid impact to edges and corners.
- Do not drag objects across glass surfaces.
- Dry thoroughly after cleaning to avoid residue or water spotting.

Plastic

Includes polypropylene, resin and melamine surfaces.

Care Instructions

- Clean using a soft anti-static cloth and mild detergent.
- Avoid placing hot items directly onto surfaces.
- Avoid abrasive cleaning products or pads.

Warranty Exclusions

Scratching, fading, and wear from commercial use are considered normal wear.

Timber & Veneer

Timber is a natural material that will vary in colour, grain, and texture. Environmental conditions including temperature, humidity, and sunlight will influence the appearance of timber over time.

Care Instructions

- Dust regularly using a soft, lint-free cloth.
- Wipe in the direction of the grain using a slightly damp cloth only.
- Dry surfaces immediately after cleaning.
- Use coasters, placemats, and trivets to protect surfaces.
- Avoid prolonged exposure to direct sunlight and heating or cooling sources.
- Do not use bleach, alcohol, acidic, or abrasive cleaners.

Natural Characteristics

Variation in grain, colour, texture, and tonal consistency is inherent to natural timber veneer. Colour change and minor movement over time are natural characteristics and not considered defects.

Solid Oak

Solid oak is a living natural material and may respond to environmental conditions over time.

Care Instructions

- Dust regularly using a soft, lint-free cloth.
- Clean spills immediately to minimise staining.
- Use only slightly damp cloths and dry immediately after cleaning.
- Use pH-neutral cleaning products only where required.
- Avoid placing hot items directly onto timber surfaces.
- Avoid prolonged direct sunlight and excessive heat exposure.
- Ensure adequate airflow around furniture.
- Always lift products when moving.

Natural Characteristics

Grain variation, colour change, movement, and hairline cracking are natural characteristics of solid timber.

Seasonal expansion and contraction may occur and are not considered manufacturing defects.

Victorian Ash Table Tops

Victorian Ash is a natural hardwood that will respond to temperature, humidity and light exposure over time.

Care Instructions

- Dust regularly with a clean, dry or slightly damp cloth.
- Clean only with water or a pH-neutral timber cleaner.
- Wipe dry immediately after cleaning.
- Always use coasters, placemats, and trivets.
- Do not place hot items directly onto surfaces.
- Avoid prolonged exposure to direct sunlight and heat sources.
- Do not use abrasive pads, alcohol, solvents, bleach or acidic cleaners.
- Always lift when moving furniture.

Annual Oiling

To oil Victorian Ash, start by wiping away all dust with a clean, dry cloth. Next, apply a high-quality furniture, Danish, or hard-wax oil using a lint-free cloth, rubbing it into the timber in circular motions. After letting the wood absorb the oil for 10 to 20 minutes, it is critically important to thoroughly wipe off any excess oil until the surface feels dry to the touch, not tacky or shiny. Allow 24 hours of drying time between coats. We recommend two to three coats for high-use items and letting the finish fully cure for at least two to three weeks before heavy use.

Natural Characteristics

Colour variation, grain differences, surface movement, hairline cracking, and seasonal expansion or contraction are inherent characteristics of Vic Ash. These characteristics are not considered defects and are not covered under warranty.

Marble & Natural Stone

Marble and natural stone are durable materials but remain porous and susceptible to staining and etching.

Care Instructions

- Clean using water or a pH-neutral stone cleaner only.
- Wipe spills immediately to minimise staining.
- Seal surfaces periodically where recommended.
- Coasters or placemats must be used under all food and liquids at all times. This material cannot withstand a hospitality environment and requires full coverage to prevent damage.
- Avoid acidic, alkaline, or abrasive cleaning products.

Natural Characteristics

Veining, tonal variation, texture variation, and natural markings are inherent characteristics of natural stone.

Warranty Exclusions

Etching, staining, chips, and surface marks from use are considered normal wear and are not covered under warranty.

Upholstery & Custom Upholstery

Includes fabric, faux leather, leather and COM (Customer's Own Material).

Commercial upholstery requires regular maintenance tailored to its environment. Because care requirements vary, always refer to the specific fabric manufacturer's care and warranty guide for precise maintenance instructions.

Care Instructions

- Vacuum regularly using an upholstery attachment.
- Clean spills immediately using approved fabric cleaning methods.
- Follow fabric-specific cleaning codes where applicable.
- Do not over-wet or steam clean unless specifically recommended.
- Rotate cushions regularly where possible.
- Avoid prolonged direct sunlight to minimise fading.

Fabric

- Use mild detergent and water for spot cleaning where appropriate.
- Avoid harsh chemicals or household surface cleaners.
- Professional cleaning may be recommended for heavy soiling.

Leather & Faux Leather

- Wipe regularly using a clean damp cloth.
- Clean spills immediately.
- Use only leather-appropriate cleaning products where applicable.
- Avoid alcohol-based or abrasive cleaners.

Warranty Exclusions

The following are not covered under warranty:

- Fabric wear, pilling, stretching, fading, and stitch wear from regular use.
- Foam softening or compression from commercial use.
- Damage caused by moisture, abrasion, cleaning chemicals, dye transfer, or misuse.
- Variations in colour, texture, or finish between batches.
- Performance of COM materials or customer-supplied fabrics.
- Natural softening and creasing of leather over time.

Fabric performance warranties are provided solely by the original fabric manufacturer where applicable.

Powder Coated

Powder coating provides a durable protective finish suitable for commercial environments.

Care Instructions

- Clean using a soft damp cloth and mild detergent.
- Avoid abrasive pads and harsh cleaning products.
- Dry thoroughly after cleaning.
- Touch-up paint may be used temporarily on minor chips where appropriate.

Warranty Exclusions

Chips, scratches, corrosion, or finish deterioration caused by impact, coastal environments, misuse, or improper care are not covered under warranty.

Rattan & Cane

Rattan and cane require regular maintenance to preserve the integrity of the weave.

Care Instructions

- Dust regularly using a soft cloth or brush vacuum attachment.
- Avoid excessive moisture and direct heat exposure.
- Clean using a slightly damp cloth only.
- Inspect periodically for loosening or damage to woven areas.

Natural Characteristics

Light variation in weave, tone, and texture is inherent to natural materials.

Ceramic Tabletops

Ceramic surfaces are dense, non-porous, and highly durable but are not indestructible.

Care Instructions

- Clean using warm water and mild detergent only.
- Use a soft cloth or sponge.
- Avoid abrasive pads, steam cleaners, and harsh chemicals.
- Use trivets to reduce thermal shock from extreme heat exposure.
- Avoid dragging heavy or sharp objects across surfaces.
- Avoid impact to edges and corners.

Natural Characteristics

Minor variation in finish and texture may occur between ceramic slabs.

Warranty Exclusions

Fine scratches, surface marks, and signs of wear from regular use are considered normal wear.

Chips, cracks, or edge damage caused by impact are not covered under warranty.

Care & Maintenance Guide



Outdoor Furniture

Outdoor Fabric

Although our outdoor fabrics are weather-resistant, they will need a little care and attention to ensure they can be enjoyed for years to come. Any fading and discolouration of fabric is not covered under warranty as it is not fade resistant. For longevity, please keep your furniture in covered outdoor areas to prevent fading and degradation from direct sunlight, water, and general atmospheric elements.

We highly recommend using protective covers to keep your fabric clean and storing outdoor cushions and soft furnishings in a cool dry place when not in use. Please carefully read through our care instructions below on how to ensure a long life.

The secret to keep your upholstery looking its best is to clean it regularly and act quickly when accidents occur. Brush off excess dirt, hose off salt and chlorine, and wipe up spills before they set in the fabric. The quicker you respond, the easier they can be removed.

Caring for Outdoor Fabric

- Blot (don't rub) spills and stains with a clean, dry cloth (a micro-fibre or cotton cloth)
- For oil-based spills, apply an absorbent such as cornstarch and remove with a straight edge
- Spray on a mild cleaning solution made from 1L of lukewarm water and 2 teaspoons of pH neutral soap
- Clean with a micro-fibre cloth, moving in one direction only
- Rinse the fabric thoroughly with water to remove all soap residue
- Allow the fabric to air dry

MILDEW AND MOULD

Fabrics used for outdoor furniture are resilient to the UV, water and mildew, and made from synthetic fibres so they don't promote mould growth. However, mildew and mould may grow on dirt and other foreign substances when left unprotected outside for long periods of time.

To remove mould or mildew, first try:

- Combine lukewarm water, ½ cup of dish soap and a few tablespoons of white vinegar
- Apply the mixture to the cushions using a soft brush
- Scrub well on all side and allow it to sit for a little while
- Rinse thoroughly using a sponge and more warm water to remove soap residue
- Allow the fabric to completely air dry

For severe mould or mildew growth, we recommend repeating the steps above. It is strongly advised to clean the entire area of the upholstery to avoid water rings and stains.

- Mix 1 tablespoon of bi-carb soda, 1 teaspoon of mild soap, and 4 cups of water
- Allow the solution to soak into the fabric for a few hours
- Rinse thoroughly with clean water

Outdoor Timber - Teak

When it comes to outdoor timber furniture, nothing beats teak. Teak is the hardest, most durable and strongest of the hardwoods, making it the perfect material for outdoor furniture that lasts. That said, Australian summers are notoriously harsh especially if your wooden furniture is kept in direct sunlight so some general care and light maintenance is recommended to keep your furniture looking good and ensure it's longevity.

Caring for Teak

NATURAL COLOUR AND WEATHERING

Teak has a beautiful natural honey-gold hue. However, over time it will develop a silvery-grey patina, especially when exposed to sunlight. While some people like the rustic look of the silvery patina, others prefer to maintain the golden colour, which can be done by applying a specialist teak oil to the timber to avoid the greying effect

Our outdoor timber products come pre-oiled. To ensure the ongoing care of your outdoor wood furniture we suggest using: *www.haymespaint.com.au/products/product/decking-oil-db-240*

Featuring an advanced formulation to repel water, mold, algae and UV rays, it preserves and protects timber from the destructive effects of weathering. The oil-enriched formulation penetrates to nourish the timber while providing a protective barrier to prevent future deterioration of the timber

CLEANING TEAK FURNITURE

Teak is easy to clean. Using a soft brush and warm, soapy water is enough to remove dirt, minor staining and surface mold and mildew. Remember to always clean with the grain for best results. Ensure the furniture is extremely wet when cleaning and avoid cleaning in direct sunlight on a hot day. Avoid using harsh chemical cleaners or general timber cleaners. Stubborn stains like grease, red wine or coffee will fade over time when left out in the weather. To remove tough stains more quickly, you can gently sand the affected area with a fine-grit sandpaper.

Please note: Always avoid using metal brushes, harsh scouring pads or steel wool when cleaning teak as these can scratch the timber surface

- Apply a coat of the decking oil mentioned above BEFORE USE. (Follow the instructions on the tin)
- Re-seal your teak furniture annually.
- Use an eco-friendly teak cleaner and a soft cloth to clean the furniture.

Stainless Steel

The level of care your stainless steel outdoor furniture needs will largely depend on your environment.

If constantly exposed to elements, it will require more attention than furniture that is under cover. Regardless of location, regular care is important to maintain stainless steel furniture.

Caring for Stainless Steel

- Regularly wipe down with a microfibre cloth to remove build up
- Clean with a slightly damp soft cloth
- Do not use steel wool or other abrasive cleaning apparatuses, as they leave scratches.

Powder Coated

Powder coating is a dry powder which is heated and set. It is used mostly on metals, especially for use outdoors as it lasts longer than paint.

Powder coating is generally covered by a protective layer of lacquered or varnished paint.

Caring for Powder Coat

- Clean with a slightly damp soft cloth
- If you chip the paint or powder coat you can spot-touch with matching coloured paint as a temporary measure
- Don't use abrasive products that may wear down or corrode the surface

Aluminium

Aluminium furniture is typically lightweight, strong and resistant to corrosion. Aluminium furniture comes with a powder-covering, reducing prospects of damage and dents. Little to no maintenance is required.

Caring for Aluminium

- Clean with a slightly damp soft cloth
- Do not use steel wool or other abrasive cleaning apparatuses, as they leave scratches

Plastic

Plastic i.e Polypropylene is a durable, lightweight and easy to clean material. It is important to note, plastic can scratch easily and the thickness will affect its durability.

Caring for Plastic

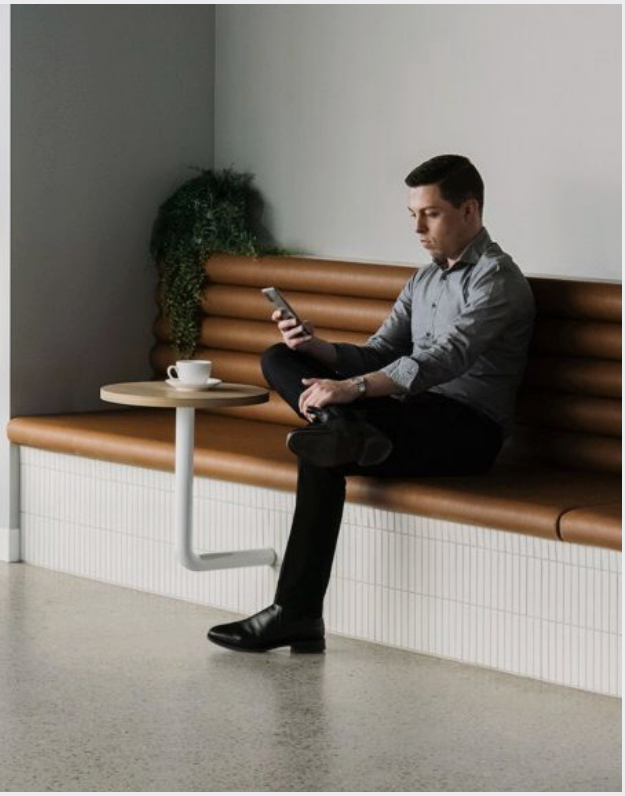
- Clean with a slight damp soft anti-static cloth
- Don't place hot pans/dishes directly onto a plastic surface

Furniture & Materials

Warranty Guide







LEVEL
FURNITURE SOLUTIONS

2 YEAR LIMITED WARRANTY

LEVEL GROUP warrants to you, the original purchaser, all products for the period of 24 months from the date of purchase, to be free of manufacturer defects. This Limited Warranty is given only to the original purchaser, subject to all the terms and conditions below. This Limited Warranty is non-transferrable:

MODIFICATIONS TO THE PRODUCTS

This Limited Warranty does not apply to any products that have been altered by any person, dealer or company without the express written authorisation of LEVEL GROUP.

ALL PRODUCTS

This Limited warranty does not apply to the merchandise that was, at any time, used as a floor sample or display model. All warranties, whether express or implied, cover only normal usage. No warranty, express or implied, applies to any condition resulting from misuse, abuse, delivery or transportation damage not arranged by LEVEL GROUP, nor any condition resulting from incorrect installation, inadequate maintenance, cleaning or care.

CLAIM PROCEDURE

If a problem should arise that you feel is covered by this Limited Warranty, contact LEVEL GROUP by phone or email referencing the relevant invoice number or your purchase order number and photographic evidence of said problem/s. LEVEL GROUP reserves the right to require defective parts to be returned upon request.

DISCLAIMER

All items stained, painted or powder-coated black may show signs of wear and tear early on. This is considered normal wear and tear and needs to be considered before ordering. Solid wood is a natural product with natural and imperfect characteristics. Wood grains and stain tones will vary from each batch to another based on grain pattern and wood density. Although every effort is made to match these very different components as closely as possible, they will, from time to time not match perfectly.

No other express warranty has been made or will be made on behalf of Level Group with respect to the furniture and its parts, or operation, repair, or replacement of the furniture and its parts. Furthermore, no representative of Level Group or its distributors or dealers is authorised to make any changes or modifications to this limited warranty. In no event shall Level Group be responsible for consequential or incidental damages such as loss of use, installation charges, re-installation charges, demolition charges, storage charges, inconvenience, loss or damage to personal property, whether indirect or direct, and whether arising in contract or tort. In no event shall Level Group's responsibility exceed the purchase price of the product or its replacement.



Ton

TON products have a 5-year warranty.

Products with a cane weave come with a two-year guarantee.

No commercial warranty on the cane seats.

TON are so confident of its quality that they now offer you a 5-year guarantee.

TON trust their colleagues who draw on the woodworking experience that has been handed down since 1861 here in Bystrice pod Hostýnem.

TON trust their suppliers and their wood from local Czech and Slovak forests, always PEFC-certified. TON trust their development and technology departments and designers, who have worked for several years on the introduction of our new products.

All of this results in a product that not only passes demanding strength tests with flying colours but will also prove its worth in homes, restaurants and public interiors over generations.

Your sales representative will be happy to provide you with more detailed information.

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