



H O M E W O O D crafted luxury

Quality Guarantee and Product Information

HOMEWOOD gives all customers a full 5 year quality guarantee covering materials and workmanship. **It is important to understand information in this document – it could affect your guarantee cover. Within the first week of receiving your furniture please be certain to wax, oil or clean it as indicated in our guide.**

We are able to give our guarantee due to the following:

- **Wood Used** – we have chosen selected **hardwoods** with which to work. These were selected specifically for their durability, stability in use and amazing grain formations.
- **Modular Construction** – our furniture is of modular design as far as possible. This gives us 2 advantages. **Firstly** minimal glue jointing is used reducing the chance of the joints failing due to glue degradation, and **secondly** if any component should fail it is easy and quick to replace.
- **Finishing** - a **special oil, wax or polywax finish** is used on all furniture which are all more durable than varnishes, still offering a high degree of surface protection and retaining the raw beauty of the timber. Topical refinishing is possible with oil and traditional waxing. Damaged polywax items may need full surface re-treatment.
- **Crafting** - each item is predominantly **skillfully hand-crafted** thus a lot of care and attention is paid to quality.
- **Expertise** – the factory is staffed with **skilled people**, some of whom have been trained for a year at a woodworking college. They are then apprenticed, with experienced guidance for 6 months. The owner holds a **B.Sc. in Wood Science (Cum Laude)** from the University of Stellenbosch, thus all technical aspects of wood and furniture production are well covered.

Characteristics of our natural products

One of the unique features of wood and other natural products is that **they assume a character of their own with age**. Each product will have its own markings and characteristics which will often increase in dimension over time. These are features and not faults, purposely included in our designs, to ensure the individuality of each piece of wood used to make our furniture.

- This means however that **all our products require some care**. The frequency of maintenance is up to you - it depends on the rate at which you want your furniture to mature and gain that aging character. The more frequently you maintain it, the slower the aging process. Please be aware that certain aging features include some checking, change in colouration and some change to shape and dimensions.
- The finishing of each item is done with great care and skill. All tables are treated with the finest quality finishes which penetrate the wood and give it long lasting protection and beauty. On-going **maintenance is covered later**.

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Acceptable Characteristics that may occur (Definitions and Prevention)

As you have bought a natural wood product some natural maturation effects are expected. These are known as acceptable defects, or characteristics adding to the character of the furniture item. These include:

Characteristic	Definition	Prevention
Checking	A check is a hairline crack no wider than 3mm and occurring only on the surface (does not penetrate all the way through the wood)	This is part of the aging of wood. It is unavoidable over time but can be managed with the correct oiling/maintenance regime. Sunlight and dry air are the main cause of checks.
Colour and Colour Change	Colour refers to the natural colouration of the wood and its grain. Colour change is the change in colour of the wood from its original state. It includes moisture induced leaching of oxides and tannins in wet conditions.	We cannot guarantee the natural colour of the wood. Colour is certain to vary between planks and items. Colour change is part of the aging of wood. Most woods will darken over time. If the wood is not oiled enough and is exposed a lot to the sun – it will get sun burned and turn a silver grey.
Wood Movement	Wood is a living substance and shrinks and swells throughout the seasons. It will shrink when it dries out and swell when it gets wet. This phenomenon can result in furniture components getting too loose or too tight.	All our furniture with mechanical jointing is designed to cope with wood movement. If the wood shrinks the joints must be tightened and loosened if the wood swells.
Minor Warping and Bending	This covers changes in the shape and dimensions of a piece of wood over time. It is caused by the grain direction and change in climatic conditions (i.e.– shrinking and or swelling)	Some warping can be expected over time and across seasons, but it must be within reason - see table below . Following the maintenance regime should prevent this.

Unacceptable Defects that may occur (Covered under Guarantee)

From time to time there may be a situation where an unacceptable defect may occur. These defects will be covered under our guarantee and the furniture items will either be repaired or replaced depending on the extent of the defect. These include:

Unacceptable Defect	Definition	Remedy
Cracking	A crack is an opening in the wood more than 3mm wide and opening up through the piece of wood (you can see light) and is covered by guarantee.	The component will be either repaired or replaced
Broken Components	If the furniture is used as it is intended (no dancing on the tables) and any component breaks during normal use – it will be fully covered.	The component will be replaced
Corrosion and Breakage of Attachments and Fasteners	All fasteners and attachments used such as hinges and bolts are corrosion resistant. If they do rust or break under normal use they fall under guarantee	The attachment or fastener and any damaged components will be replaced
Major Warping and Bending	If the wood warps or bends drastically (more than 5mm per one metre of length) it falls under guarantee	The component will be either repaired or replaced



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Furniture Maintenance

The two main elements responsible for deterioration of wooden furniture are the sun and changes in atmospheric conditions. **For more specific coating care, please refer also to the accompanying Wood Coating Table relevant to your product.**

HOMWOOD **outdoor furniture** is designed for all area usage use but it will age, especially outdoors over time and upkeep will be required. ALL outdoor furniture should be oiled. HOMWOOD **indoor and covered patio furniture**, whilst requiring less attentive care, should be cleaned, waxed or oiled on a regular basis to prevent drying and soiling.

Please ensure you know the application your furniture is designed for. We cannot guarantee items not placed in the correct environment. **If you are in any doubt please contact us.**

Maintenance against the sun

- Clean, oil or wax furniture when the wood appears dry or starts changing colour. The more frequently you do so the better the protection. Apply lightly and wipe off any excess product after fifteen to 20 minutes.
- Treat wood like you would your skin. Oil is wood's sun screen; wax its skin cream.
- As you would clean any other outdoor furniture - wooden products are no different. Apply oiling at least an hour before use. Furniture used once a week or more may require less frequent treatment. Wax indoor pieces when any surface drying appears.
- If your furniture is going to be exposed to the sun for long periods of time and will not be in use (this includes long term storage) - consider the following:
 - Cover with a UV resistant canvas or PVC covering.
 - Store in or under a covered area.
- Rotate your furniture to ensure even colour aging change and exposure over time

Maintenance against changes in moisture

- There will always be seasonal fluctuations in environmental moisture. Regular cleaning, oiling or waxing will help reduce swelling and shrinking as this occurs.
- When the air in the atmosphere dries furniture will shrink slightly. If it feels unstable simply tighten bolts of all mechanical joints. An Allen key should be supplied with items with Allen head fittings.
- When the atmosphere increases in moisture furniture will swell slightly. If it gets difficult to move components on hinges – loosen joint and assembly bolts.
- Should liquid spillage occur on waxed surfaces, dry with a soft cloth as soon as possible. Any whitening of the wax is not serious – allow the furniture to dry completely and simply polish again with a light wax coating. Do not allow coloured liquids such as red wine or coffee to remain on waxed surfaces for prolonged periods.

Observing these simple rules should ensure generations of enjoyment of your HOMWOOD furniture. Thank you for your choice.

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Customer Service

Requested process of defect reporting and actions to be taken:

- Customer to contact retailer or outlet where the furniture was purchased, to report defects
- Customer to email photograph of defect to retailer or outlet.
- Retailer or outlet to determine if the defect warrants further investigation (is it covered under guarantee?)
- Retailer or outlet to pass the defect report to HOMEWOOD service team if warranted
- HOMEWOOD service team to investigate, evaluate the defect and when warranted to set up a visit to the customer to take appropriate corrective action.
- If it is a simple component failure HOMEWOOD will courier a replacement component to the customer (within 2 weeks) for the customer to replace defective parts
- If more serious but it can be repaired on site this will be done within 2 weeks
- If it cannot be repaired on site – HOMEWOOD will wherever possible provide a replacement item and remove the defective item for repair or final replacement.

Liability Disclaimer

HOMEWOOD does not guarantee products against colour running, colour change, or absorption by the wood over time especially for customers that request stains, colours or special finishes to be used on wood. Leaching of natural oxides and tannins particularly in outdoor applications can occur. Please protect vulnerable surfaces.

HOMEWOOD will not be held liable for any degradation, damages or injuries that occur with furniture not maintained or used as it was intended.

Any customer modifications (of any nature) to the product will negate this guarantee.



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Wood Coating Table - 2014	
* These care products are stocked by HOMEWOOD showrooms.	*Woodoc Antique Wax
Application Process	With Rag. Rub on - work wax into the wood. Repeat once dry. Can be done as DIY on any clean raw wood surfaces.
Sealing Process	Does not seal BUT rather nourishes and leaves a temporary surface protective coating against water and soiling
Colour change to Wood (on application)	Initially darkens the wood slightly until it dries. Thereafter it leaves the wood with its original RAW colour
Colour change to Wood (Long Term)	
Sheen & Appearance on Furniture	If applied correctly (lightly) it leaves a natural MATT finish with the actual wood still seemingly in contact by touch. However the more it is applied and burnished the more a sheen develops (patination) - with a gleaming surface FILM.
Suitable Matrix Use Application	Can be used indoors and in undercover enclosed areas with medium to high protection - no exposure to the elements - especially rain.
Furniture Cleaning	Clean with a dry cloth and wax
Maintenance Short Term	Within the first month - 1 coat on delivery before use and then once a week. Thereafter apply wax or rub after use, when cleaning and after spills. White marking occurs when wet. This can be removed with additional wax or vigorous rubbing.
Maintenance Med Term	White marking occurs when wet. Rub or wax immediately after use. Apply wax at least once a month. WAX WILL not peel or change colour. If the excessive sheen builds up - simply thin the coating with mineral turpentine on a cloth and then re-apply the wax.
Maintenance Long Term	White marking occurs when wet. Rub or wax immediately after use. Apply wax at least once a month. WAX WILL not peel or change colour. If the excessive sheen builds up - simply thin the coating with mineral turpentine on a cloth and then re-apply the wax.
Maintenance PROS	<ul style="list-style-type: none"> * Easy LONG TERM maintenance * Protects wood from water and marking * Nourishes the wood * Easy to fix damage onsite - can be done as DIY * Easy to remove coating and re-apply * Relatively easy to change from Wax to Oil (DIY) * Keeps a Natural Wood Look
Maintenance CONS	<ul style="list-style-type: none"> * High initial maintenance * Use of coasters, trivets and place mats is necessary for protection. * Builds up patinated sheen over time (may be desired !) * Must clean and wax any spillage and marking immediately * Not recommended for high use furniture (commercial applications) * Poor maintenance - i.e. infrequent application and non-use of protective devices will result in marking, wood colour change, checking or cracking, and stains during use.
Fixing Damage	* Can easily be done onsite and as DIY. Only damaged area needs to be sanded and oiled
Compatibility / Change	Fully compatible with other quality furniture wax polishes. Silicone based spray on polishes are best avoided.
NOTE : DIY Changes and use of inappropriate products MAY void our guarantee.	Change to oil is relatively easy - even as a DIY operation. Wood to be dewaxed with mineral turps, dried then oiled. Change to polywax is similar. Test a small inconspicuous area first.

Wood Coating Table - 2014	
	Gobelin's Polywax
Application Process	With Rag. Stroke and rub on. Leave to dry for 4 Hrs. Light sand. Stroke & Rub on 2nd coat. Streaky/Patchy finish is possible if not applied correctly and evenly. Cannot be done DIY
Sealing Process	Synthetic waxes solidify IN as well as a THINLY coating the top of the wood surface. It is a SEALER so it PROTECTS the wood BUT does not NOURISH it
Colour change to Wood (on application)	Initially darkens the wood slightly until it dries. Thereafter it leaves the wood with its original natural RAW colour.
Colour change to Wood (Long Term)	It does not contain UV filters so wood colour change occurs at a natural rate depending on light and ray exposure levels. The polywax itself does not age or change colour with time.
Sheen & Appearance on Furniture	If applied correctly it leaves a Natural Low Sheen finish with the wood NOT seemingly in contact by touch. 2 coats will be applied at the factory and no further coats need ever be applied by the customer. The initial sheen is fairly consistent with time.
Suitable Matrix Use Application	Can be used indoors and in undercover open areas - THUS LIMITED exposure to the elements - especially prolonged periods of direct SUNLIGHT.
Furniture Cleaning	Wipe down with warm soapy water or a damp cloth. ** NO AMMONIA or CAUSTIC PRODUCTS **
Maintenance Short Term	No short term maintenance required. Keep furniture clean and free of liquid and oil/fatty spills over long periods. Avoid abrasive activities (e.g. sliding ceramic or metal objects).
Maintenance Med Term	No short term maintenance required. Keep furniture clean and free of liquid and oil/fatty spills over long periods. Avoid abrasive activities (e.g. sliding ceramic or metal objects).
Maintenance Long Term	No special long term maintenance required. Keep furniture clean and free of liquid and oil/fatty spills over long periods. CAUTION - over time (dependant on use conditions) the synthetic wax coating may become brittle and peel. If this occurs the furniture will need to be completely refurbished at the factory. There will be a cost to the customer for this service. Avoid abrasive activities.
Maintenance PROS	<ul style="list-style-type: none"> * Minimal maintenance * Seals and protects the wood from water, marking, ringing etc... * Suitable for commercial (high use) applications * Sheen remains consistent over time * Keeps a natural wood colour
Maintenance CONS	<ul style="list-style-type: none"> * Any repair damage to the furniture surface and polywax coating cannot be done DIY. It may require a full resand and refurbishment at the factory * Synthetic coating will degrade over time and furniture may need refurbishment at the factory after long term use * Ammonia and caustic based products and cleaners will discolour and damage the coating. * Abrasive activities are the worst enemy of polywaxes
Fixing Damage	* Can be done onsite by trained HOMEWOOD employees . Fixing of localised damaged areas is possible but DIY not recommended. In some cases the unit may need to be strip sanded and refinished.
Compatibility / Change	Polywax should not be treated or coated with other sealers or care products without removal (stripping) and sanding of previous treatment. DIY is NOT recommended. Any change is not easy - see above.
NOTE : DIY Changes and use of inappropriate products MAY void our guarantee.	

Wood Coating Table - 2014	
* These care products are stocked by HOMEWOOD showrooms.	Gobelin's Danish Oil
Application Process	With Rag. Rub on - rub excess off after twenty minutes. Repeat once dry. Can be done as DIY on any clean raw wood surfaces.
Sealing Process	Linseed oils and natural urethane sealers get absorbed into the wood and harden IN the wood. IF excess NOT removed it will leave a thick varnish type look on the surface It protects (seals) and nourishes the wood
Colour change to Wood (on application)	Darkens the wood - giving it a WET look. Saturates colours.
Colour change to Wood (Long Term)	It contains UV filters so it protects the wood from rapid colour change in the long term. However woods with tannins (Teak & Oak) will still oxidise - it will slightly slow the process down. The oil itself does not age or change colour with time
Sheen & Appearance on Furniture	If applied correctly is leaves a natural MATT finish with the actual wood still seemingly in contact by touch. However, the more it is applied the more a sheen develops - with a shiny surface film.
Suitable Matrix Use Application	Can be used in all areas with high through low to zero protection meaning it is the coating of CHOICE for outdoor use.
Furniture Cleaning	Clean with a damp cloth or with Danish oil.
Maintenance Short Term	Within the first month - at least 2 coats of oil must be applied. there after once every 2 months or when furniture looks dry or needs to be cleaned
Maintenance Med Term	Apply oil when furniture gets dry or starts changing colour. Apply at least twice a year . Oil WILL not peel or change colour. CAUTION: If applied incorrectly and a varnish like skin appears furniture needs to be resanded .
Maintenance Long Term	Apply oil when furniture gets dry or starts changing colour. Apply at least twice a year . Oil WILL not peel or change colour. CAUTION: If applied incorrectly and a varnish like skin appears furniture needs to be resanded .
Maintenance PROS	<ul style="list-style-type: none"> * Long lasting * After the first month - minimal maintenance is required * Seals and Nourishes the wood * Prevents ringing and other marking from hard use * Suitable for commercial, bathroom and kitchen applications * Has UV filters to protect the wood from the sun * Easy to fix damage onsite - can be done as DIY * No peeling or colour change to the oil
Maintenance CONS	<ul style="list-style-type: none"> * Changes the wood colour (saturation) on application * Wrong application results in a varnish like layer which is hard to remove * Requires some maintenance in terms of oil application over time * If furniture used before the oil is dry - IT WILL STAIN CLOTHES * RAGS USED TO APPLY OIL CAN SELF COMBUST IN DRY HOT CONDITIONS!!!!!! SHOULD BE RINSED, DRIED FLAT AND DISPOSED OF. * Initial matt finish can become SHINY over time if too much oil is applied * Poor maintenance - i.e.- too little oil being applied will result in wood colour change, checking or cracking, stains during use.
Fixing Damage	* Can easily be done onsite and DIY . Only damaged area needs to be sanded and oiled
Compatibility / Change NOTE : DIY Changes and use of inappropriate products MAY void our guarantee.	This product is compatible with other Danish Oil brands and most other furniture oils. Best applied when wood is dry, to a small test area first. Changing from oil to wax or polywax is not easily done - full stripping and sanding of previous coating is necessary.