

# Care

The care that you give your furniture or kitchen is very important to ensure the long term appeal and durability that you would expect from a quality piece. Allwood Living manufactures its furniture or kitchen with an emphasis on its quality - the combination of our comprehensive lifetime guarantee and your care will ensure you are as happy with your furniture for years to come, as we are when we deliver it.

Following the points outlined below will help your furniture look like new for years.

- The finishes that we use on our furniture and kitchens are among the best available. Clear lacquer / solid colour coatings are very durable, but as with all products they will not protect / stop discolouration caused from interior and exterior light. Bright interior lighting can be even more damaging than sunlight. **Please be sure to keep all doors and drawers closed when not being used to keep any discolouration even.** This is very important on units that feature slide back style doors.
- All oiled finishes are supplied with after care product from Osmo Oil's extensive after care range and with simple timely use, your oiled finish will hold its beauty. Oil finishes are of a high quality and allow the timber to breath and have a more natural appearance and feel. Oil finishes will at same stage need re application, but is a very simple process. Kitchen benchtops could need doing annually in high use areas, while some low use furniture pieces will last 10 years before needing a refresh coat.
- All lacquered timber furniture / kitchens are supplied with our aftercare product SprayGlow. This product is provided by our surface coatings supplier and is highly recommended to protect and beautify your furniture. It's made with a special blend of colourless waxes to bring the most out of your furniture. Other general furniture sprays have been known to leave very patchy appearances over time. **The use of SprayGlow forms part of our lifetime guarantee.** Please contact us for more of this product when required.

- Our coloured paint finishes are once again extremely durable and will add years of life to the material it is covering, typically MDF. Care for this finish is along the same lines as for timber furniture and SprayGlow can also be used. Coloured finishes are generally done in satin and a general wipe down with a soft dry cloth is recommended. In high gloss applications a non abrasive buffing cream / liquid polish is recommended to bring out the high gloss appearance. **Please note that wet rags are not advised. Stubborn marks can be removed with a damp rag on satin surfaces, but must be wiped dry immediately with a soft rag.** This cleaning process is very important in kitchen applications.
- Always keep in mind the position of your furniture. Heating ducts are obviously a large concern, but evaporate cooling units can also expel a significant amount of moisture into the air and affect pieces of furniture located close by. Moisture is just as damaging as dry heat.
- We have a full range of aftercare products that are available for separate purchase if the need arises. Items like wax sticks and stain touch up pens are available if required. If chips occur on coloured finishes (does not occur easily, but can happen), touch ups can be arranged but usually a small amount of paint is kept to respray the affected area.
- All fittings and accessories (handles, drawer runners, hinges etc) are of high quality, but be aware of their intended use and limitations. Standard hinges are not designed to carry loads of any real weight and drawer runners are designed to be used evenly. Large drawers are to be opened evenly, using both handles when 2 are fitted

By following these simple care points, you will be sure to have a piece of furniture that stands the test of time and looks like new for many years.

We understand that accidents can occur and we have a full repair and restoration service available to deal with these issues if they occur. It is recommended that you retain your original invoice to help ensure the best service if needed.