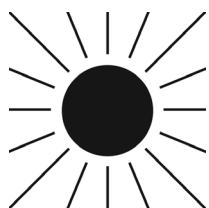




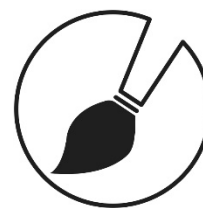
Outdoor Furniture | Replacement Cushions | Umbrellas



Full Exposure



100% USA Made



Create Your Own

## SAFETY, CARE, MAINTENANCE & WARRANTY INFORMATION

### 2019 - 2020



# LEADERS HOLDING CO.™

Est. 1971



Thank you for allowing Leader's Casual Furniture® to be a part of your home. We are known for distinctive styles that can be customized to be uniquely yours. Our number one company goal, "A happy customer the first time" extends beyond the sale. Throughout your ownership, always feel free to let us know how we can assist you in maintaining or improving the quality of your experience.

We understand that you could have made the decision to work with another company and our reputation is important to us. Please take a moment to post your honest opinion of our service and product and post it online. Bring in a copy of the posting to any retail location to receive 50% off an accessory item. An accessory item is defined as a lamp, wall hanging, rug, or item that is placed on a table. An accessory item does not include umbrellas, ottomans, occasional chairs, tables, or any other furnishings.

Please read this booklet carefully and in its entirety. Contact us if you have additional questions.

Store locations: <http://leadersfurniture.com/locations/>  
Website: [leadersfurniture.com](http://leadersfurniture.com)  
Solutions Center: [solutions.center@leadersfurniture.com](mailto:solutions.center@leadersfurniture.com)  
Distribution Center: [leaders@leadersfurniture.com](mailto:leaders@leadersfurniture.com)

Thank you for the opportunity,

Tim Newton

President



Outdoor Furniture | Replacement Cushions | Umbrellas

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## Introduction

Originating as Royal Patio Manufacturing, President and owner David Peace re-strapped furniture for hotels and condominiums on the west coast of Florida. In 1991, he was able to move the business from his backyard to a 12' x 24' storage unit located in Bradenton, FL, where his manufacturing equipment grew to include a diacro hand bender, a chop saw, a drill press, and a welder. At that time, David was still the company's only employee.

As the business and reputation progressed, David began manufacturing raw frames and component parts for other manufacturers and refinishers throughout Florida. Five years later, and a few factory moves across town, Peace purchased a small powder coating system and began selling powder coated frames. The company's payroll increased to include about twenty employees and the business expanded to manufacturing complete strap furniture, earning the company a strong reputation for providing quality commercial grade furniture.

In 1997, The Windward Design Group® was born as a sister company to Royal Patio. That first year, Windward® developed the first sling style dining chair and began selling them to retailers across Florida. The factory soon grew to include a sewing room, allowing the expansion of the furniture line to include cushion-style seating.

By 2002, Windward® was manufacturing eighteen different collections of furniture, including deep seating, and dining, with cushion, sling or strap styles. In 2006, the line increased to include padded slings as well. A couple of years later, Windward® launched the Replacement Cushion Division. In 2012 the line grew to include two wicker and multiple marine grade polymer collections.

Today, Windward Design Group® operates in Sarasota, FL, where they produce over thirty-five collections, a full line of replacement cushions and employ over one hundred and thirty people. David Peace is still the President and two of his five children work by his side as well as his son-in-law. Although many things have changed, the business culture has remained the same. We take pride in manufacturing quality, stylish products and offering them at competitive prices.

## The Difference

### Handcrafted

Skilled American craftsman make, sew and assemble each component.

### Hardware

Attention to detail is reflected in each & every piece of furniture manufactured. 360 or better stainless hardware is used for added strength and durability along with nylon glides for floor protection and ease of movement. Windward® lasts in every situation including marine exposure.

### Material

Only the highest quality, commercial grade, domestically milled, extruded aluminum materials (i.e., aluminum, stainless steel and polyethylene) that are capable of withstanding tropical marine exposure are used to construct Windward® products. These durable materials make the product easy to maintain and easy to own.

### Construction

Windward does not settle for just a chemical prewash before powder coating. Their quality process begins with every part being thoroughly sandblasted to ensure the best finish adhesion. All products are then assembled by skilled American craftsman with 360° welds, nylon glides, and if hardware is used, it is stainless steel.

## Safety

We, at Leader's, take safety very seriously. In our continuing effort to ensure that the experience with your new purchase is positive regarding comfort, quality and design. Please note the following important safety information in addition to any other safety information noted in this booklet.

Safety Warning! Use of furniture in need of care and maintenance or use of damaged furniture can result in injury. Minor repair issues, if unaddressed, can become major repair and service issues that can create potential safety issues. Contact the Leader's Casual Furniture® Solutions Center for support at [solutions.center@leadersfurniture.com](mailto:solutions.center@leadersfurniture.com)



## Product Inspection

Periodically and carefully inspect all products for breakage and/or indications of wear. Inspections must include, but not be limited to, joint tightness, spring assemblies and the weld areas of the product's, arms and legs. If joints are loose or any cracks should appear on the product or at welds, the item must immediately be removed from service until it has been repaired.

Inspections must include all bolts and screws. Should any loose or missing hardware be detected, the item must be removed from service immediately until the hardware can be properly tightened and/or replaced.



Inspections must include chaise lounge and recliner headrest ratchets. Periodically tighten the headrest bolts on all chaise lounges and recliners. Confirm all other hardware is tight, movement is smooth without binding, and that the ratchet engages properly at each position. At the same time, carefully inspect the headrest ratchets for breakage and/or wear. If headrest ratchet breakage and/or indications of headrest ratchet wear are present, a replacement headrest should be ordered. The furniture must immediately be removed from service until it has been repaired and/or replacement parts have been installed.

To obtain replacement parts, please see the SERVICE / ORDERING PARTS AND ACCESSORIES section of this brochure.

Product failure caused by a lack of reasonable and necessary care and maintenance is not covered by the product warranty.

Notice for Contract Installations: Periodically and carefully inspect all products for breakage and/or indications of wear. Such inspections must include all products of a like kind and model, not merely a random sampling within model categories or among like products.

Regular random inspections of a sampling within model categories and among like products must be undertaken in addition to the periodic inspections of all products.

- ✓ Chaise lounges
- ✓ Recliners
- ✓ Swivel tilt motion chairs
- ✓ Rocking chairs

Contact the Leader's Casual Furniture® Solutions Center immediately if you notice concerns.  
[solutions.center@leadersfurniture.com](mailto:solutions.center@leadersfurniture.com)

**Safety Warning!** Chaise lounge and recliner headrests must NEVER be adjusted while seated in the chaise. Serious finger, hand or other bodily injury may result from adjusting the headrest while seated. Headrests must always be adjusted while out of the furniture and standing to the side.

Notice for contract installations: Include the following or substantially similar conspicuous written notice as part of the posted Rules and Regulations at poolside, and elsewhere wherever chaise lounges and recliners are available for use: "Never adjust chaise lounge or recliner headrests while seated. Serious finger, hand or other bodily injury may result from adjusting headrest while seated."

Consider also including such notice in the written material(s) provided to guests in connection with the availability and use of the guest amenities at your facility.



## Windy Conditions

**Safety Warning!** During windy conditions, chaise lounge and recliner headrests may be blown forward, possibly resulting in head, neck, facial, arm and/or back injuries. During windy conditions the headrests must be lowered to the fully down position. The use of the chaise lounges and recliners must be discontinued, and users should leave the area.

Notice for contract installations: Include the following or substantially similar conspicuous written notice as part of the posted Rules and Regulations at poolside, and elsewhere wherever chaise lounges and recliners are available for use: "During windy conditions, the use of the chaise lounges and recliners must be discontinued and users should leave the area."

Consider also including such notice in the written material(s) provided to guests in connection with the availability and use of the guest amenities at your facility.



## Cleaning and Care

### Preventative Maintenance

Leader's Casual Furniture® takes pride in providing products that are easy to clean and own. Easy to clean does not mean that it will not get dirty in an outdoor environment. A little preventative maintenance goes a long way in keeping your new furnishings looking new, longer.

Regular periodic care of your outdoor furniture will help maintain its appearance and functionality better than occasional, heavy duty maintenance. Consider the specific conditions and usage to which your product is exposed, so appropriate maintenance can be planned.

Mildew can form on dirt or other substances deposited upon the fabric. Regular cleaning of outdoor furniture will help to prevent its forming. Do not place flowerpots or any items on the furniture that will leave stains. Do not place hot items directly onto resin furniture to avoid discoloration.

### Covers

Covers can be purchased at a great price for any size furniture or table including sectionals and fire pits. Using a good quality, weather proof, breathable cover for your purchase whether you are out of town, while the leaves are dropping, through pollen season, or through seasonal rains will not only reduce the amount of cleaning you have to do to keep your furniture looking new, it will also reduce the use and exposure to cleaning agents. Please send us an e-mail if we can help you with selecting and purchasing covers at [solutions.center@leadersfurniture.com](mailto:solutions.center@leadersfurniture.com).

### CORROSION BLOCK®

CORROSION BLOCK is a product that was developed specifically for the marine and aviation industry to protect aluminum. When used as part of your regular furniture maintenance program it will ensure you get the maximum life out of your outdoor furniture. Leader's Casual Furniture is an authorized CORROSION BLOCK dealer. Please see your local store or our website to place an order.

**NOTE:** CORROSION BLOCK also works beautifully on stainless appliances in your home or your outdoor kitchen.



**Application is Easy:**

Spray CORROSION BLOCK® onto a rag and wipe the painted metal surface. Do not spray CORROSION BLOCK directly onto the surface from the can. Over-application will make your furniture feel wet and slippery.

**Recommended Protection Schedule**

Exposure	Frequency
Full sun, marine or pool side	Clean and protect once every three months
Full sun no marine or pool exposure	Clean and protect once every three months
Under cover partial sun	Clean as needed, protect at least once a year
Under cover no sun	Clean as needed, protect at least once a year

**TURTLE WAX® Ice or other Spray Wax**

Automotive wax has changed a lot from the paste that came in a jar. You can now spray clear protective polymer onto a surface and easily wipe it off with very little effort. This will keep the surface protected from UV fading and from surface contact with salt, chlorine and dirt which commonly exists in the air of a back-yard setting. Make applying spray wax to your aluminum, fiberglass, resin, and synthetic wicker surfaces a regular part of your maintenance routine and you will not only have the best-looking outdoor space in your neighborhood, your purchase will outlast everyone else's as well.

**Coastal Exposure**

Living the coastal lifestyle is a dream for many. Living the dream and living near the saltwater can be a challenge for anything left outside. The salt in the humid air takes a toll on everything from the exterior of your home and your car, to your outdoor furniture. The best preventative maintenance you can do for your outdoor furniture while living near the coast is to rinse it regularly with a hose to remove the salt and apply corrosion block to all metal surfaces and painted metal surface quarterly. Any nonmetal surface should be sprayed quarterly with TURTLE WAX Ice following the directions on the bottle.



## **Cleaning - What to Use**

### **Frames**

Nothing is better than a periodic rinse, and if necessary, using car wash soap or dish soap and a sponge to remove soiling. If your frames require a more thorough cleaning, one of the best products to use for soiling is SIMPLE GREEN®. If you have mold and mildew stains, you can use a mixture of water and bleach or straight bleach on all Garden Classics® frames. Please be careful to use appropriate protection and to protect clothing and other fabrics in the area.

### **Marine Grade Polymer**

Clean everyday dirt and stains with a soft sponge and mixture of mild detergent and water. Be wary of nylon “scrubbies” or stiff nylon brushes as excess force can mar the finish. Stains and marks have been successfully removed with the following branded products: GOOF OFF®, GOJO® NATURAL ORANGE Pumice Industrial Hand Cleaner and SIMPLE GREEN®.

To clean a petroleum stain such as grease or oil, use a citrus cleaner, alcohol or mineral spirits. In severe cases, spray petroleum-based stains with WD40®. Then use toluene or acetone and a white nylon scrub pad (colored pads release staining dyes when combined with acetone).

***Do not use MEK, turpentine or naphtha solvent.***

### **Cushions**

After a soaking rain or anytime the cores of the cushions get wet, it is best to stand the cushion on end to allow them to drain more quickly. This will prevent mold and mildew growth between the frame and the cushion.

Spot wash the fabric to clean spills by using a sponge or a soft bristle brush with a warm soapy solution of mild detergent (Joy or Ivory liquid). Brush or sponge the soiled area and rinse thoroughly with fresh water. Allow to air dry. Repeat if necessary.

**DO NOT MACHINE WASH OR MACHINE DRY THE CUSHION CASINGS. YOU COULD DAMAGE THE SEAMS OF THE CASE.**

**If and only if your cushion is made from 100% solution dyed acrylic such as Sunbrella®, you may use 1-part bleach mixed with 1-part water and mild dish soap to clean your cushions. Check a small inconspicuous spot for color fastness before cleaning the entire cushion. Be sure to rinse the cushion thoroughly to remove all the bleach solution.**

## **Service / Ordering Parts**

After a safety inspection or at any time during your ownership, please contact the Leader's Casual Furniture® Solutions Center to order replacement parts or to discuss any concerns you may have at: [solutions.center@leadersfurniture.com](mailto:solutions.center@leadersfurniture.com).

<b>Warranty – After 10/2019</b>		
<b>Windward</b>		
<b>Residential</b>		<b>Commercial</b>
<b>Features Covered</b>	<b>Years Covered</b>	<b>Years Covered</b>
<b>Extruded Aluminum Frame- material defects and workmanship</b>	10 yrs. from date of delivery	5 yrs. from date of delivery (bolt thru bracing is required on some collections)
<b>Wicker Frame (Woven Products) - material defects and workmanship</b>	4 yrs. from date of delivery	2 yrs. from date of delivery
<b>Resin Wicker (Woven Products) - discoloration and splitting</b>	3 yrs. from date of delivery	1 yr. from date of delivery
<b>Marine Grade Polymer Frames, Components and Tabletops - material defects, workmanship, discoloration and cracking</b>	10 yrs. from date of delivery	5 yrs. from date of delivery
<b>Powder Coated Frame Finishes (frames &amp; table bases except wicker collections) - cracking, peeling and blistering</b>	7 yrs. from date of delivery	3 yrs. from date of delivery
<b>Powder Coated Wicker Frame Finishes - cracking, peeling and blistering</b>	3 yrs. from date of delivery	1 yr. from date of delivery
<b>Vinyl Strapping- breakage and rivet failure and abnormal discoloration</b>	2 yrs. from date of delivery	2 yrs. from date of delivery
<b>Fire Pit Hardware- manufacturer defects to the burner, bowl, gas valves, hoses, wires and igniter</b>	1 yr. from date of delivery	1 yr. from date of delivery
<b>Slings, Padded Slings, Oxford woven Foam Fill, Cushions and Fabric* - manufacturer defects: fabric/sewing integrity and cushion/pad fill</b>	1 yr. from date of delivery	1 yr. from date of delivery
<b>Umbrellas- covers and frames</b>	1 yr. from date of delivery	1 yr. from date of delivery
<b>Tabletops (except glass) - warping and manufacturer defects</b>	1 yr. from date of delivery	1 yr. from date of delivery

<b>Warranty – Before 10/2019</b>		
<b>Windward</b>		
<b>Residential</b>		<b>Commercial</b>
<b>Features Covered</b>	<b>Years Covered</b>	<b>Years Covered</b>
<b>Extruded Aluminum Frame - material defects and workmanship</b>	15 yrs. from date of delivery	5 yrs. from date of delivery (bolt thru bracing is required on some collections)
<b>Cast Aluminum Furniture</b>	3 yrs. from date of delivery	1 yr. from date of delivery
<b>Wicker Frame (Woven Products) - material defects and workmanship</b>	5 yrs. from date of delivery	3 yrs. from date of delivery
<b>Wicker Frame (Woven Products) - discoloration and splitting</b>	3 yrs. from date of delivery	1 yr. from date of delivery
<b>Marine Grade Polymer Frames, Components and Tabletops - material defects, workmanship, discoloration and cracking</b>	15 yrs. from date of delivery	5 yrs. from date of delivery
<b>Vinyl Strapping - breakage and rivet failure and abnormal discoloration</b>	3 yrs. from date of delivery	3 yrs. from date of delivery
<b>Fire Pit Hardware - manufacturer defects to the burner, bowl, gas valves, hoses, wires and igniter</b>	1 yr. from date of delivery	1 yr. from date of delivery
<b>Slings, Padded Slings, Oxford woven Foam Fill, Cushions and Fabric* - manufacturer defects: fabric/sewing integrity and cushion/pad fill</b>	1 yr. from date of delivery	1 yr. from date of delivery
<b>Umbrellas - covers and frames</b>	1 yr. from date of delivery	1 yr. from date of delivery
<b>Tabletops (except glass) - warping and manufacturer defects</b>	1 yr. from date of delivery	1 yr. from date of delivery

\*Some fabric mills warranty their fabric for 5 years. If your cushions are made by fabric from one of these mills and the mill finds the fabric to be defective, the mill will supply us with fabric to make the new covers for your cushions. If you would like completely new cushions made, you may choose to pay for new foam cores while the covers are being remade. Dye lot variation results in color differences from bolt to bolt and may not match your fabric swatch or previous shipments.

## File a Warranty Claim

We are here to help you after the sale. To help us process your claim as fast as possible please complete the following steps.

**Step 1:** Take a picture of each item with a concern in a format that you will be able to attach to an email.

1. Take a picture of the entire item with a concern
2. Take a close-up picture of the concern
3. Repeat for every item with a concern



**Step 2:** Send an email to [solutions.center@leadersfurniture.com](mailto:solutions.center@leadersfurniture.com) and include the following

- ✓ Your name
- ✓ Phone number
- ✓ The number of items with which you have a concern
- ✓ A description of each concern
- ✓ A picture of each item of concern and a close-up photo of each concern

**Step 3:** One of our Solutions Center Representatives will get back to you within 24 hours. If you do not hear back for any reason within 24 hours, please contact us toll free at (877) 538-5783.