

FURNITURE





Handcrafted



Full Exposure

SAFETY, CARE, MAINTENANCE & WARRANTY INFORMATION 2016-2019





Thank you for allowing Leader's Casual Furniture® and Garden Classics® 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: <a href="http://leadersfurniture.com/locations/">http://leadersfurniture.com/locations/</a>

Website: leadersfurniture.com

Solutions Center: solutions.center@leadersfurniture.com

Distribution Center: <u>leaders@leadersfurniture.com</u>

Thank you for the opportunity,

Tim Newton

President

# FURNITURE

## **Table of Contents**

Introduction	4
The Difference	
Material	4
Safety	4
Cleaning – Preventative Maintenance	5
Cleaning and Care	5
Covers	5
What to Use	5
Frames	5
Wood Shield	5
Optional Wood Cleaner	5
Sling Fabric	6
Cushions	6
Service / Ordering Parts	6
Warranty	7
Residential	7
Commercial	7
File a Warranty Claim:	7

## Introduction

Ipe (Pronounced "EE-pay") has been known in Europe as a premium furniture, outdoor decking and flooring wood for over 200 years. Ipe trees are at least 100 years old when they are harvested and the large diameter of the logs allows Jensen to manufacture its furniture with 100% solid heartwood. All Jensen Leisure furniture is also certified by the Forest Stewardship Council, an organization that monitors and regulates the forests to preserve ecosystems, biodiversity, and water quality; that respects the rights of workers, indigenous peoples, and forest dependent communities; and that is lawful and economically viable over the long term.

## The Difference

Material

### Wood

A strikingly beautiful timber, Jensen Ipe weathers with strength and elegance. Ipe is incredibly strong and dense, with very high wear durability. A handsome chocolate brown when new, the sun gracefully transforms Ipe to a mature, elegant silver patina. Ipe wood is also two times denser, heavier and harder than Teak, making its durability unmatched when it comes to natural wood.

### Weave

All weather quality Virofiber is artistically handcrafted using a twisted, traditional basket weave onto a powder coated, commercial grade aluminum frame. The natural textured weave combines handsomely with the smooth, brown richness of lpe timber arms and base.

# Safety

We, at Leader's, take safety very seriously. In our continuing effort to ensure that the experience with your new purchase is positive with regard to 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.

## **Cleaning – Preventative Maintenance**

All wood is a natural material subject to changes in the environment. The look and feel of natural wood is part of the appeal of owning wood garden furniture. Although Ipe is naturally stable, small checks in the wood surface may appear if the furniture is placed in dry or sunny environments. Superficial checking in no way affects the structural integrity and longevity of your furniture. In full sun, Ipe will naturally- weather to a silver gray.

### Cleaning and Care

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 flower pots 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.

What to Use

### **Frames**

Clean with Brightener to prepare the timber for Penofin Verde or clean all wood with a mild dish soap and water. Be certain to allow the wood to dry completely. Paying close attention to follow all of the directions on the can, apply Penofin Verde. Wipe off any excess with a smooth rag. For best results, once the wood is completely dry, apply a second coat. Wipe off excess a second time.



Aftercare Kit

### **Wood Shield**

Wood Shield is highly recommended as a final step. The light, clear solution operates to protect the tabletop and seating arms from water and food stains. After the above has been completed, you will only need to apply Penofin Verde on clean surfaces as needed.

### **Optional Wood Cleaner**

This product can be purchased for deeper cleaning issues in lieu of Brightener or mild dish soap.

### **Sling Fabric-**

- 1. Brush off loose dirt.
- 2. Spray on a cleaning solution of water and mild soap.
- 3. Allow cleaning solution to soak into the fabric.
- 4. Use a soft cloth to clean.
- 5. Rinse thoroughly until all soap residue is removed.
- 6. Air dry.
- 7. Do not use any abrasive household cleaners. Do not scrub with a brush.

#### 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 (for example, 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 CASINGS.

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 of 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.

## Warranty

Residential

**Frame** 5 years from date of delivery

Finish (will gray over time) 5 years from date of delivery

**Cushions** 1 year from date of delivery

Commercial

Frame 3 year from date of delivery

**Finish** 3 year from date of delivery

**Cushions** 1 year from date of delivery

## 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 of 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 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 as well as a close up of each area of concern

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