

Palm Springs Rattan®



Handcrafted, one of a kind furniture for your lifestyle.



Handcrafted



Indoor

SAFETY, CARE, MAINTENANCE & WARRANTY INFORMATION

2019 - 2020



LEADERS HOLDING CO.™

Est. 1971



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: <http://leadersfurniture.com/locations/>
Website: leadersfurniture.com
Solutions Center: solutions.center@leadersfurniture.com
Distribution Center: leaders@leadersfurniture.com

Thank you for the opportunity,

Tim Newton

A handwritten signature in blue ink, appearing to read 'Tim Newton'.

President



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Introduction

Since 1971, we have been designing and manufacturing comfortable, stylish furniture and accessories that are made to last. It is because of our policy of only using high quality materials, your Palm Springs Rattan® furniture will last and be easy to own.



The Difference

Handcrafted

Each piece of a Palm Springs Rattan® furniture is hand crafted one at a time. Every element is individually crafted and fitted to the chair. Hand woven wicker, artisan carved wood additions and leather-bound joints, add embellishments to each item making it a unique statement in your home.

Hardware & Construction

We build the products the exact same way whether they go into your home or into a hotel, and you can trust that you get the best quality every time. Each piece is screwed together by skilled craftsman to ensure unrivaled longevity. Joints are glued to prevent squeaking and every trim element is secured in place. The leather bindings are not just wrapped in place; they are secured to the frame by adhesive on every contact surface.

Material

We visit our manufacturing partners annually to ensure that only "A" grade, sustainable material is used in each piece.

Rattan

A member of the palm family, rattan is a palm tree that grows like a vine up to 600 feet long in the jungles of the Far East. Cut when it is seven to ten years old, the vine quickly replenishes itself. To read more about rattan, please refer to page 16, at the end of this ownership packet.

Wicker

Wicker is not a material, but a classification of furniture woven from any one of a variety of materials. (i.e. rattan, reed, willow, buri, raffia, plastic, metal, or any other pliable material).

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.

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 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.

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

Product failure caused by a lack of the reasonable, but 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 lounge
- ✓ Recliners
- ✓ Swivel tilt motion chairs
- ✓ Rocking chairs



Contact the Leader's Casual Furniture® Solutions Center immediately if you notice concerns at solutions.center@leadersfurniture.com.

Safety Warning! Care must be taken, and children should never play around furniture with motion. Appendages can get amputated in the mechanism or balance can be lost if not using the furniture properly resulting in a fall and potential injury.

Please also consider 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

Care - Preventative Maintenance

Rattan, wicker, and natural wood products are easy to care for. For preventative maintenance, regular cleaning, dusting and protecting, you may use normal household wood products, such as Old English, Murphy's Oil Soap® or Pledge®.

Precautions

Rattan and wicker are very durable and we do our best to build our product to exceed expectations. A few simple precautions will go a long way in protecting your investment.

Water and burn rings

Leaving a cold or hot drink on a natural wood surface for a prolonged period of time can cause a ring. When placing a drink on a wood surface always use a coaster, napkin, or some other brier to absorb moisture or insulate from the heat.

Scratches and abrasions

Scratches and abrasions happen when items impact or slide on a surface, or if the surface is not cleaned and dusted regularly. Always place items onto a wood surface thoughtfully, and when available, use items such as placemats and pot holders to protect the surface.

Regular Cleaning and Dusting

- ✓ Wood Furniture Polish
- ✓ Clean soft rag
- ✓ Vacuum with Soft Brush Attachment
- ✓ Murphy's Oil Soap®, Pledge®, or Old English
 - Apply as directed on the package

Cleaning Cushions and Upholstery

A spill can happen quickly, and when it does time is of the essence. If you are fortunate enough not to actually spill something, general dirt and dust can accumulate as part of normal use.

What	When	Why	How
Vacuum	Regularly, every time you vacuum your floor	Vacuuming your upholstery regularly prevents the buildup dust and dirt.	With the brush attachment, go over your entire upholstered piece in short overlapping strokes.
Spill	As soon as possible	The longer a spill sits on the fabric, the harder it will be to clean	Start by blotting the stain with a damp towel. If the color of the stain is not removed proceed to "Stain" on this chart
Stain	As soon as it is noticed	The longer a stain dry's and sets the harder it will be to remove	We recommend Spot Shot. Use as directed on the package. Spot Shot can be bought online or in most home improvement stores.

Minor Touch-Up and Repair

Please contact your local store or the Solutions Center if you need help acquiring any of the Mohawk touch up products.

Minor Scratches:

Rub with lemon oil rag or apply blush spray.

Surface paint from another item:

1. Pour acetone on a rag and allow to dry for 5 seconds.
2. Lightly wipe the area where you want to remove the paint.
Or
3. Sand the area lightly with steel wool.
4. Spray a light coat of blush to bring back the shine.



Scratches to bare wood:

Please use the following Mohawk touch up supplies. If you need help acquiring Mohawk supplies, please contact the Solutions Center at solutions.center@leadersfurniture.com

Pecan Glaze	Maple brown or cherry universal marker. Fill stick 230-0408 or similar color as the wood
Whitewash	Whitewash marker (blend with finger or paper towel if too light)
Natural	Clear coat spray

1. Apply marker to the affected area and surrounding area to blend.
2. If the marker blots up, rub with your finger to blend. You may have to let it dry for 30 seconds and apply another coat to get it darker.
3. If the shine on the finish is not consistent, apply blush spray to the touched-up location and spray surrounding areas to blend.



Gouges, Dents, Cracks:

1. Find a fill stick that is a similar color to the wood.
2. Firmly rub fill stick over area.



3. Rub in with finger or paper towel.



4. Remove extra fill stick material off of surrounding area.



5. Spray lightly with gloss to match the shine.



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		
Palm Springs Rattan		
Residential		Commercial
Features Covered	Years Covered	Years Covered
Indoor Rattan, Outdoor Wicker, Cast Aluminum and Extruded Aluminum Frame & Finish- against manufacturer's defects	5 yrs. from date of delivery	3 yrs. from date of delivery
Fabric, Upholstered Products & Foam Cushions*- against manufacturer's defects	1 yr. from date of delivery	No Warranty Applies
Umbrellas – against manufacturer's defects	1 yr. from date of delivery	No Warranty Applies
Outdoor Art – against manufacturer's defects	1 yr. from date of delivery	No Warranty Applies
Tabletops: glass, tempered glass, stone and faux stone – against manufacturer's defects	1 yr. from date of delivery	No Warranty Applies

*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 picture of a close-up 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 and a close-up 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 some reason within 24 hours, please contact us toll free at (877) 538-5783.

Trouble Shooting Matrix

Concern	Solution
Leather binding is loose	<ol style="list-style-type: none">1. Lift the binding as much as possible.2. Apply Elmer's glue to the rattan surface.3. Tighten the leather binding over the surface4. Wrap with kitchen stretch wrap or rubber bands for 24 hours
My chair squeaks when I rock	<ol style="list-style-type: none">1. Locate the pivot points on the swivel rocking mechanism.2. Apply household oil, spray silicone, or WD-40 to the pivot points
My chair clunks when I rock	<ol style="list-style-type: none">1. Inspect the bolts on the chair for tightness.2. There will be multiple bolts and screws. Take your time to check them all
The finish on the arms looks dull	<ol style="list-style-type: none">1. This is a heavy use area and it can require additional cleaning2. Follow the steps in the cleaning and care section care of this document.

Rattan Wiki

The first use of rattan as a raw material for furniture would be difficult to set, but it is reasonable to assume it began with the natives of the Asian countries where the vine grows so profusely. The wide variety of species, the pliable nature of the wood, its toughness, and its workability provided early craftsmen with raw materials for a wide variety of uses including furniture.



Wild Rattan

Rattan is not an ordinary material – far from it. It has been called exotic and indeed it is for it has qualities that cannot be imitated by any other material. It appears to be a vine but in reality, is a palm. It has great variety in natural form yet an inherent consistency of basic characteristics. It is flexible but extremely tough. It can be formed into intricate shapes without loss of its exceptional strength. Its

products are enjoyed in the most modern and sophisticated homes, yet its origins go back to primitive times and it can be made into the most beautiful and distinctive furniture.



Wild Rattan

The production of rattan into home furnishings starts its long journey to the living rooms of the world as a sprout deep in the tropical rain forests of Southeast Asia where it grows profusely in moist swampy areas. There are a number of different species with a mature stem diameter ranging from 1/8 – inch to more than 2 – inches and with lengths from a few feet to several hundreds of feet. As the forests of the world are destroyed by illegal logging and slash and burn technique, rattan production has begun to shift to plantations. There are approximately 852 square miles of rattan plantations in Asian countries. In Indonesia approximately 4,200 households engage in rattan harvesting and production, spread across



South Kalimantan, Cirebon, and Central Sulawesi. In the Philippines more than 4,000 workers engage in the production of rattan furniture and handicraft. Income received from weaving rattan is 75% higher than income received from farming.

Growing Characteristics

The new rattan sprout starts life growing upward like a small palm; however, as it increases in size the weight of the fronds become too great for the stem to support and the stem bends causing the growth direction toward the ground. Growth will continue along the ground until a bush or tree is met where it will grow upward, seeking sunlight, until it gets to the top where lack of support forces it to return to the ground where it will start the process all over again. The vine clings tenaciously to the trees by means of grapples or thorny projections of the leaf stems, which grow from nodes on the main stem. Rattan trees can reach lengths as long as 600 feet with growth paths through every part of the jungle.



Harvesting

Removing the vines from their paths of growth is very difficult. The numerous thorns hold stubbornly to everything they touch and make grasping the stem by hand dangerous. The large thorns on the nodes of the rattan tree could easily impale a hand. Even with the inherent danger the collection process must still be done by hand because the jungle terrain will not permit the use of mechanical equipment. Rattan is harvested when it is 7 to 10 years old. As vines are removed, they are cut into 18 to 20 foot lengths depending on stem diameter; the stems are stripped of thorns then washed and dried in open sunlight.



Next, they are tied in bundles of approximately fifty poles, which is about all the average worker can manage. The density of the jungle and the moist ground prohibits the use of trucks to take the poles from the jungle.

Consequently, they are carried on the backs of workers or oxen,

sometimes several miles, to a river where they will start the trip to the furniture factories.



Prepping and Manufacturing

Rattan furniture factories in the orient usually are not the typical structures one thinks of in North America. More often they are simply posts in the ground with a roof – open on all sides. This highly ventilated design permits good air circulation to help combat high temperatures and humidity that prevails much of the time in these areas. When it rains, and it does with a vengeance, things get wet but, when the rain stops everything dries very quickly.

When the poles are received at the factory they are fumigated, then stood on end for curing. Cured poles are sorted into bundles of uniform size and graded according to quality and color. Next the tough outer surface is carefully hand stripped to a precise depth and the surface material removed. The stripped poles are then carefully hand sanded and cut to appropriate lengths to be formed into frame parts.



Frame are formed using handmade jigs. Though these jigs appear crude, but they are made with great accuracy by skilled artisans in order for the part to be formed into an exact shape. Prior to forming, poles are heated with a blow torch or steamed in a drum which makes them temporarily very pliable for inserting into the jig. When cooled, the parts retain the shape of the jig. The formed parts are then joined to make the piece of furniture using screws and glue, with joints wrapped in leather for additional strength and an attractive appearance.



Better wicker furniture is made of rattan core. Rattan core is produced by pulling small diameter rattan stems through a special knife that shapes the core to 1/8-inch diameter strands. These strands of rattan core are very strong yet flexible for wicker furniture.

In brief, this is the story of rattan from the forest to the completed product; but this is a two-part story. The second and most important part concerns the use of rattan furniture and the effect it has on the people who live with it.

It is well known that a relationship exists between people and the environment they inhabit. Colors, forms, and textures can be artfully combined to create an atmosphere that will affect the mood of a person, and today, the atmosphere desired is one of leisure and tranquility. To achieve this goal designers are turning more and more frequently to wicker and rattan home furnishings.

What makes Rattan “Green”?

Rattan vines are fast-growing, they are a natural renewable resource. The growth of rattan vines depends on healthy trees, instead of depleting them. Therefore, harvesting rattan cane provides a profitable “green” alternative to timber logging. Because trees are left standing when rattan is harvested, the raw material can be classified as a non-forest product.

What is the difference in Wicker & Rattan?

Most people use the word “wicker” or “rattan” to describe our style of tropical furniture interchangeably. Many of our designs incorporate both wicker & rattan features. Rattan looks like a single pole and is the actual vine that was harvested. Wicker simply means anything woven and refers to the more detailed décor on a piece of furniture. Wicker can be made from small rattan poles, vines, resin or even metal.

Why is Rattan good for furniture making?

The internal structure of a rattan pole is stringy, much like a celery stalk and when dried into shape it forms a structure that is lightweight, durable and slightly flexible, but incredibly strong; perfect to sustain the weight and wear needed for furniture. It is so strong in fact it is often used in making weapons for martial arts. Much like wood it will accept paints and stains desirable for home decorating.

Are Rattan and Bamboo the same thing?

Rattan and bamboo look similar but are distinctly different. A simple way to tell if something is made from bamboo or rattan is to see whether there is a curve in the pole. Bamboo is harder than mahogany and cannot be bent. Rattan is durable yet flexible, allowing it to bend.