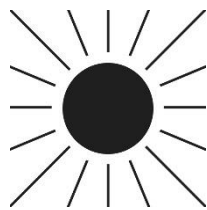


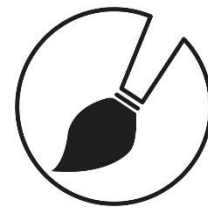
Casual Comfort



Full Exposure



100% USA Made



Create Your Own





SAFETY, CARE, MAINTENANCE & WARRANTY INFORMATION

2021



Thank you for allowing Leaders Furniture® and Casual Comfort™ 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 with lifetime free phone support throughout your ownership. We want you to get the best experience from your purchase.

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

Store locations:	http://leadersfurniture.com/locations/
Website	leadersfurniture.com
Solutions Center	solutions.center@leadersfurniture.com
Distribution Center	leaders@leadersfurniture.com
Social Media	   

Thank you for the opportunity,

Tim Newton

President



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Introduction

Since 2004, we've focused on only three things: making the very best poly furniture, figuring out how to make it even better, and providing customer service that no one can beat. That's the Lancaster, PA way. Our area has become world famous for doing things right, and we don't plan to tarnish that reputation. It's a tall order that's not easy to live up to, but we haven't backed down from it yet. Our poly furniture is meticulously handcrafted by expert artisans who are passionate about their work, and who never cut corners. We're constantly on the lookout for ways to improve.

The Difference

Handcrafted

Skilled Amish artisans patiently cut and assemble every detail to perfection.

Hardware

We only use the very best Allochrome 1500+™, which outlasts 316 and 304 stainless. If you live near the salty ocean air, relax, your Casual Comfort Furniture™ can withstand the environment.

Material

Poly lumber is made from High-Density Polyethylene, a recycled plastic that will never need to be painted or stained. The durability and longevity of poly lumber is unparalleled. Poly lumber is a strong material with the ability to bear significant weight, is impervious to insects, and resists warping and fading.

Construction

We continually learn and take steps to make our furniture better than any other poly furniture manufacturer. We reinforce our tabletops with an aluminum substructure to prevent any possibility of warping on hot sunny days. We also, do our best to hide as many screws as possible. Internally hidden screws are not any easy task and many poly furniture manufacturers do not take the time or trouble to do so. Secured by no-show screws, Casual Comfort furniture is designed to fit together precisely. Each cut is accurate, each screw straight and tight. Edges are routed to avoid annoying roughness that would spoil your outdoor experience. Closely inspect our products, your new furniture, and you will see that we have paid the utmost attention to details during assembly and finishing.

Safety

In our continuing effort to ensure that your experience with your new purchase is positive with regard to comfort, quality and design, we take safety very seriously. 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 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.

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 repaired and/or replacement parts 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.

Contact the Leaders Furniture® Solutions Center immediately if you notice concerns.
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 injuries may result from adjusting the headrest while seated. Headrests must always be adjusted while out of the furniture and standing to the side.

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:

Contract Installation Notice

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

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 injuries may result from adjusting headrest while seated."
- "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.

Contact the Leaders Furniture® Solutions Center immediately if you notice concerns.
solutions.center@leadersfurniture.com

RECOMMENDED CARE & MAINTENANCE

Leaders Furniture™ proudly recommends and offers Meguiar's Marine & RV products, the most trusted names in car care, to clean and maintain your outdoor furniture. We have partnered with Meguiar's to help protect your investment and get the most out of your ownership experience.


	WASH	BLEACH	CLEAN	WAX & PROTECT	PROTECT	PROTECT	MAINTAIN	COVER
								
PRODUCT	Gel Wash #54	Any Chlorine Bleach Brand	Extreme Multi-Surface Cleaner	Quick Wax #59	Extreme Vinyl & Rubber Protectant	Corrosion Block	Wash N Wax #143	Furniture Covers
USED FOR	Remove soiling	As needed to remove soiling, staining and kill organic growth	Remove soiling and staining	Protects material and offers UV protection	Protects material and offers UV protection	Blocks corrosive salt air and restores oxidized and dry metal and painted metal surfaces	Remove soiling spots and UV protection	Extreme Protection for Rainy Season, Pollen Season, or out of town for the season. Put a barrier between your investment and environment.
USED ON	All Products	Aluminum Frames Wicker Frames Some Fabrics	Aluminum Frames Wicker Frames All Fabrics	Aluminum Frames Wicker Frames	Best for PoliSoul™ Poly Timber	All Metal and Finished Metal Surfaces	Aluminum Frames Wicker Frames	All Products

LIFETIME FREE EXPERT ADVICE: 877.538.5783
solutions.center@leadersfurniture.com



HOW?

Follow the manufacturer's instructions on the container.

	WASH	CLEAN	PROTECT			MAINTAIN	
	ALL MATERIALS	ALL MATERIALS	WICKER	SYNTHETIC WOOD	ALUMINUM	WICKER & POLY	ALUMINUM
BEST RESULT	Gel Wash #54	Extreme Multi-Surface Cleaner	Quick Wax #59	Extreme Vinyl & Rubber Protectant	Corrosion Block	Wash N Wax #143	Corrosion Block
QUICK & EASY	Gel Wash #54					Wash N Wax #143	Corrosion Block

WHEN?

Protect and clean your surfaces the same way you would protect your skin. Wash off the salt and soiling and apply UV Protection. If you notice soiling it is time to do a little quick and easy maintenance. Otherwise, we recommend at least the following schedule:

VISIBLE SOILING	COASTAL INCLUDING LAKES	FULLY EXPOSED	SCREEN PORCH	UNDER ROOF COVER
This weekend	Every 2 Months	Every 3 Months	Every 6 Months	Every 6 Months

WASH

Washing is a vital step in keeping your product looking its best. Washing removes loose contaminants from your surfaces. If allowed to remain, contaminants can eventually bond to or etch your surfaces. Household cleaners will strip off any protection you have applied. Meguiar's Marine Gel Wash is pH balanced, biodegradable to gently clean and preserve your surface protection.

CLEAN

While washing removes loose contaminants from surfaces, cleaning is intended to remove bonded surface contamination and attempt to remove below surface blemishes. Above surface contamination includes tree sap, environmental fallout, bug and bird droppings, and soiling. Below surface defects include light scratches, water spots, and water etching.

PROTECT

The only way to keep your purchase looking great for as long as possible is to apply a protective coating to preserve the surface. Meguiar's protection formulas provide a durable protective layer that seals in the factory new look of your products, offers UV protection and keeps environmental elements from coming in direct contact with your surfaces.

MAINTAIN

Frequent surface care makes maintenance easier. The more frequently you care for your furniture, the easier the detailing process. Maintenance is the frequent removal of contaminants before they get an opportunity to bond to or damage the surface. Maintenance is designed to help you safely remove contaminants without stripping away your protective coatings, leaving your product looking polished and new.

COVER

Covering your furniture puts a barrier between the elements and your purchase. Covers block, rain, sun, and environmental contaminants like pollen and dust. Be sure to use breathable covers in Florida that block rain and allow air to circulate. Using non breathable covers like tarps or plastics trap moisture and promote mildew growth.

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solutions.center@leadersfurniture.com



Cushions – What to use

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 colorfastness 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 Leaders Furniture™ Solutions Center to order replacement parts or to discuss any concerns you may have at solutions.center@leadersfurniture.com.

Warranty

Warranty – After 11/2019		
	Residential	Commercial
Frames – against manufacturer's defects	20 years*	5 years*
Finishes	No Warranty including fading or scratching	No Warranty including fading or scratching
Fabric & Cushions – against manufacturer's defects*	1 year*	No Warranty Applies
Slings – against manufacturer's defects	1 year*	No Warranty Applies
Folding Products against manufacturer's defects	10 years*	2 years*
Swivel Mechanisms, Arbors and A-Frames	5 years*	2 years*

*From date of delivery is defined as the delivery when the product was first delivered to the purchaser. It does not include any subsequent delivery for any additional item(s) or item(s) replaced under warranty. Some fabric mills warranty their fabric for five 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 you new covers for your cushions. If you would like complete new cushions made, you may choose to pay for new foam cores while the covers are being remade.

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 a text to (727) 346-8528 or email to solutions.center@leadersfurniture.com and include the following

- ✓ Your name
- ✓ Phone number
- ✓ How many items you have a concern with
- ✓ 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