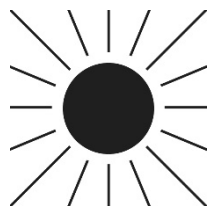


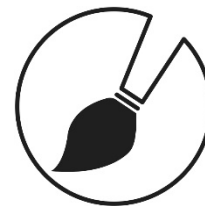
Casual Comfort



Full Exposure



100% USA Made



Create Your Own

SAFETY, CARE, MAINTENANCE & WARRANTY INFORMATION

2019 - 2020



LEADERS HOLDING CO.TM

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
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 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 hand crafted 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 regarding 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, which create potential safety hazards. If any concerns arise, please 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.

Inspections must also 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, and

the furniture must immediately be removed from service until repaired and/or replacement parts are installed.

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.
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 information in the form of a conspicuous written notice as part of the posted Rules and Regulations at poolside, or wherever the 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."

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.

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 information in the form of a conspicuous written notice as part of the posted Rules and Regulations at poolside, or wherever the 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."

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 - 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 when it comes to keeping your new furnishings looking newer, for 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 provided.

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 furniture to avoid melting.

Covers

Covers can be purchased for at a great price, for any size furniture or table, including sectionals and fire pits. Using good quality, weather proof, breathable covers to cover your purchase while 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 your use and exposure to cleaning agents. Please send us an e-mail if we can help you with purchasing or information about covers at solutions.center@leadersfurniture.com.

Corrosion Block®

Corrosion Block® was a product 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 order.

NOTE: Corrosion Block® 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

Coastal Exposure

Living the coastal lifestyle is a dream for many but 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, your car, and 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 surfaces 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 the best product to use for soiling is Simple Green®. If you have mold and mildew stains, you can use a solution as strong as straight bleach to clean them. Please be careful to use appropriate protection and to protect clothing and other fabrics in the area.

Casual Comfort™ product is about as durable as it gets. For stubborn soiling or a more vigorous periodic rinse you can use up to a 1,600psi pressure washer with the 25° or wider nozzle.



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.

Warranty – After 11/2019		
Casual Comfort		
Residential		Commercial
Features Covered	Years Covered	Years Covered
Frames – against manufacturer’s defects	20 yrs. from date of delivery	5 yrs. from date of delivery
Finishes	No Warranty Applies	No Warranty Applies
Fabric & Cushions – against manufacturer’s defects*	1 yr. from date of delivery	No Warranty Applies
Slings – against manufacturer’s defects	1 yr. from date of delivery	No Warranty Applies
Folding Products against manufacturer’s defects	10 yrs. from date of delivery	2 yrs. from date of delivery
Swivel Mechanisms, Arbors and A-Frames	5 yrs. from date of delivery	2 yrs. from date of delivery

Warranty – Before 11/2019		
Casual Comfort		
Residential		Commercial
Features Covered	Years Covered	Years Covered
Frames – against manufacturer’s defects	15 yrs. from date of delivery	5 yrs. from date of delivery
Finishes	No Warranty Applies	No Warranty Applies
Fabric & Cushions – against manufacturer’s defects*	1 yr. from date of delivery	No Warranty Applies
Slings – against manufacturer’s defects	1 yr. from date of delivery	No Warranty Applies
Folding Products against manufacturer’s defects	10 yrs. from date of delivery	2 yrs. from date of delivery
Swivel Mechanisms, Arbors and A-Frames	5 yrs. from date of delivery	2 yrs. from date of delivery

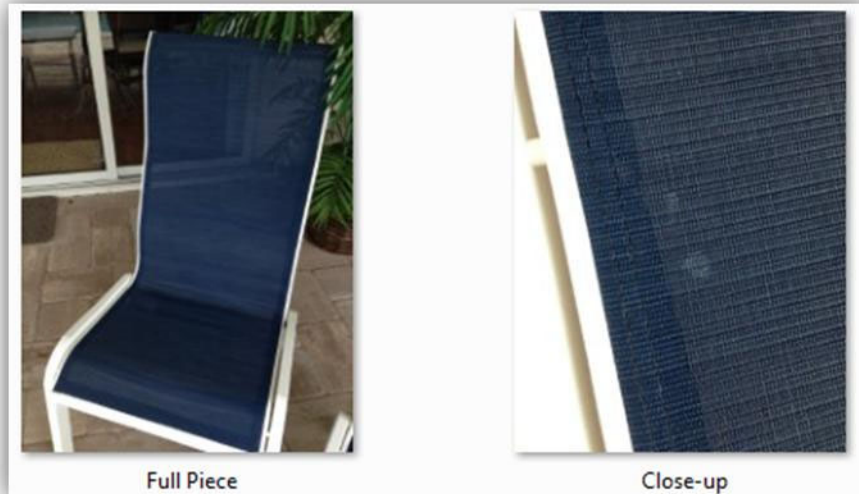
*Some fabric mills warranty their fabric for 5 years. If your cushions are made by fabric from one of these mills and the mill finds the fabric to be defective, the mill will supply us with fabric to make the new covers for your cushions. If you would like completely new cushions made, you may choose to pay for new foam cores while the covers are being remade.

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 a 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.