



**ABAX
KINGFISHER**

Inspired by Service - Driven by Innovation



Warranty & Maintenance

abaxkf.com.au

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1.0 Contact Details

If you have any questions regarding products and services provided by Abax Kingfisher please contact us.

Email: info@abaxkf.com.au

Phone: 1300 300 369

Mail: P.O. Box 7250, Wetherill Park NSW 2164

2.0 Making a warranty claim

If at any time your product is not functioning in the manner intended, please reach out to us immediately, so we can assist you. Extended delays in reporting defects may result in voiding your warranty.

If any warranted equipment is defective, such equipment shall be repaired or replaced at Abax Kingfisher's discretion.

So we can assist you as quickly as possible please complete the following:

1. Take photos of the item(s)
2. Send an email to your Design Consultant or info@abaxkf.com.au and include a brief description of the issue, please also attach the images of the item.
3. We will be in contact with you as soon as possible to assist with your warranty claim.

Alternatively, contact your Design Consultant and they will assist you with submitting your warranty claim.



3.0 Warranty

Kingfisher™ Library Shelving	Lifetime Warranty
Seating	10 Years
Tables & Workstations (inc. height adjustable)	10 Years
Lounges & Ottomans	10 Years
Melamine Storage	10 Years
Steel Storage	10 Years
Clearance Products	12 Months

Abax Kingfisher Pty Ltd warranty states that your products will be free from defects in materials and workmanship for a typical economical lifetime period (as referenced above) under normal use, where normal use is a standard single shift working week, subject to the conditions noted below. Fair wear and tear is not included.

The warranty is not transferable.

3.1 Warranty Exclusions:

- Damage and defects resulting from use of any products supplied by Abax Kingfisher in ways other than their designed function.
- The warranty covers manufacturing faults. It does not cover components, which by their nature may reasonably require periodic replacement due to normal wear, degradation, or consumption.
- Defects or damage resulting from Improper operation or maintenance.
- Defects or damage resulting from misuse or neglect.
- Any unauthorized alterations or additions to the units
- Damage resulting from chemicals or cleaners of any kind spilled, splashed or sprayed on components.
- Relocation of units by third parties. This applies to Office Mobile Units, Compactus Units, Wall Mounted Furniture & Fixtures & Kingfisher™ Library Shelving (Warranty is valid when relocated by Abax Kingfisher Pty Ltd)
- Damage resulting from intentional or accidental incidents.
- Moving parts if not serviced under Abax Kingfisher predetermined preventative maintenance and servicing program.
- Discoloration or fading of painted surfaces caused by sunlight.
- Catastrophic failures normally covered by insurance such as damage caused by flooding or standing water and any damages caused by acts of God.



3.2 Limitations

Except for the express warranties set forth above, Abax Kingfisher makes no warranties, implied or otherwise, and Abax Kingfisher specifically disclaims any implied warranty of merchantability or fitness for a purpose.

3.3 Limitation of liability

Repair or replacement of any defective equipment, or refund of the purchase price paid by the customer in the event Abax Kingfisher determines such equipment cannot be repaired or replaced, shall be the customer's exclusive remedy for breach of the warranty for product defects, however caused, and in no case shall Abax Kingfisher be liable for incidental, consequential, special or other damages, or loss of profits or revenues whether as a result of breach of contract or warranty, Abax Kingfisher negligence, or otherwise. Abax Kingfisher shall have no liability for any advice or assistance rendered by any party outside the scope of Abax Kingfisher written specifications for the manufacture, operation or maintenance of the warranted equipment.



4.0 Care & Maintenance

To keep your products looking like new for as long as possible, it is important to care for them in the appropriate manner.

As many products from Abax Kingfisher feature an assortment of finishes including plastics, timbers, metals, textiles, and leathers, you may need to refer to a selection of the guides below to care for your products correctly.

For further assistance with care & maintenance, we recommend that you contact your Design Consultant or contact Abax Kingfisher's main office on 1300 300 369.

4.1 Cleaning Frequency

Cleaning of your furniture and storage items should be carried out on a regular basis. An approximate schedule for cleaning and maintenance is as follows.

Please refer to the detailed care and maintenance section below for detailed instructions.

Fabrics	Light vacuum once per week Spot Clean as required. Professional cleaning every 3 to 6 months or as required.
Leather & Vinyl	Spot Clean as required. Professional cleaning every 3 to 6 months or as required.
Metals	Every 4 Weeks
Timber / Laminates (Tabletops)	Once per Week
Timber / Laminates (All other)	Every 4 Weeks
Plastics	Every 4 Weeks
Glass / Marble	Every 4 Weeks
Glassboards/Whiteboards	After every use

Note: The information in this section is provided in good faith. Abax Kingfisher accepts no responsibility for any claim arising from the treatments proposed. If in doubt, please contact Abax Kingfisher or the manufacturer or supplier of the relevant material used on your product.



4.2 Fabrics

With proper care and cleaning, wool upholstery fabrics will maintain their appearance for years. Synthetics tend to hold the dirt more and may require more frequent cleaning.

The general rule is the longer it's been there, the harder it is to remove. Regular light vacuuming will quickly remove dust and fluff. More intensive cleaning will be required from time to time and should be done by professional cleaners.

Stains can be treated according to the type of stain. Speed is essential for best results.

The Commercial Textiles Association provides aftercare labels that are affixed to most upholstered fabrics and provide guidelines for the care, spot cleaning and cleaning of fabric for upholstered furniture. The following general guidelines are supplied by the CTA in their booklet, Standard Aftercare Labels for upholstered furniture.

We do not endorse these as environmentally preferable maintenance solutions but do recommend you use professional cleaners experienced in cleaning textile products with environmentally friendly product.

General Method of Cleaning Upholstery

While routine care can minimise the need to clean upholstered furniture, and spot cleaning can restore locally soiled areas, at some time it will be necessary to clean the entire piece of furniture.

The methods of cleaning non-removable covers include:

- shampoo cleaning
- hot water extraction (steam cleaning)
- on-site dry-cleaning shampoo cleaning

Shampoo Cleaning

This method of cleaning is generally a hand process, which uses a foaming detergent solution to effect the cleaning. Despite its simplicity, shampoo cleaning requires considerable skill if it is to be successful.



Shampoos may be purchased in aerosol cans, which provide a shampoo foam, and they are also available as a concentrated detergent, which is diluted with water.

In this case, the detergent solution is applied to the upholstery by means of a clean cloth or sponge.

It is essential that only upholstery shampoos be used. Detergents formulated for other purposes (e.g. dish washing soap) often produce sticky residues, which may lead to acceleration of soiling.

Of equal importance is the technique for applying the shampoo to the fabric. Excess water must be avoided, otherwise the interior of the furniture will become wet. This causes excess drying times, mildew and odours and may lift soil from the interior of the furniture to stain the surface of the fabric. Finally, scrubbing can produce a hairy surface.

Hot Water Extraction (Steam Cleaning)

Hot water extraction is commonly referred to as 'steam cleaning' and is a machine process.

The hot water extraction machine applies a hot detergent solution to the fabric and then extracts it before it penetrates the filling. This process does not apply steam to the fabric, as the common expression would apply.

Hot water extraction machines are also available for hire by consumers.

This relatively simple process has several potential dangers for the inexperienced user. Of chief concern is the risk of over wetting.

For this reason alone, consumers may be well advised to have this process performed by an experienced tradesman.

On-Site Dry-Cleaning

The process is similar to hot water extraction and uses very similar machinery.

The on-site dry-cleaning machine sprays a solvent onto the fabric and then extracts it by means of a vacuum extractor. The solvent is at room temperature and is not heated.



When it is sprayed onto the fabric, it flushes off any loose soil particles and dissolves oily soils.

The dirty solvent is directed into a waste container and may be reclaimed for cleaning and further use. Typically, the solvents are non-flammable but are toxic.

The machine exhausts vapour to the outside of the building by means of a flexible hose. Unless this is done, the solvents' vapours could present a health hazard. For this reason, it is essential that the machine operator be properly trained and that they ensure that the solvent residues in the fabric are minimised.

On-site dry-cleaning must be done in a well-ventilated room, and ventilation must be maintained until the furniture is dry from solvents. Because many stains are water soluble and not solvent-soluble, it is often necessary to pre-spot fabrics with special water-based cleaning agents.

Soil Resist Treated Fabrics

Many fabrics are treated by the textile manufacturer with special chemicals to impart a soil resistance quality to the fabric. These chemicals are also often available for the treatment of finished items of furniture.

Furniture may be treated by the furniture manufacturer or by independent applicators.

4.3 Vinyl

Regular cleaning with soap and warm water is important to remove perspiration and oil to ensure the lifespan of the vinyl fabric.

To remove difficult stains, wipe the affected area with an alcohol-based solution (e.g., isopropyl alcohol). After cleaning the affected area, rinse with warm water and dry with a soft, clean cloth.

4.4 Leather

- Keep away from direct sunlight, heating source & weather.
- Dust on a regular basis with clean, dry lint-free duster or cloth.



- Gently remove all spills immediately with clean dry cloth.
- Do not scrub or rub hard.
- Do not use shoe polish, saddle soap or unidentified leather cleaners, pastes or abrasives or any other cleaning products other than proprietary leather cleaners. Regularly clean contact areas such as arms & head rests to avoid build-up of perspiration & body oils.
- Dust before cleaning, if vacuuming use soft attachment.
- Use proprietary leather conditioner regularly in strict accordance with manufacturer's instructions.
- Dry in shade away from heat
- Professional cleaning may be required for persistent stains.

4.5 Metals

Polished aluminium

- For routine cleaning we recommend the use a cleaner specific to aluminium. Polish dry with a soft, lint-free cloth.
- A routine application of a soft wax paste such as NXT Generation Metal Polish can help prevent tarnish. In humid conditions or near salt water this should be applied once a month.

Powder-coated metal

- For normal cleaning, wash surfaces with a soft lint-free cloth in mild detergent and lukewarm water. Rinse thoroughly and gently dry with a clean lint-free cloth.
- Scuff marks may be easily removed with an automotive soft waste wax such as NXT Generation Metal Polish while always paying attention to the manufacturer's instructions.

Chrome

For routine cleaning we recommend the use of a cleaner specific to chrome. Polish dry with a soft, lint-free cloth.



Stainless Steel

- For routine cleaning we recommend the use of a cleaner specific to stainless steel. Polish dry with a soft, lint-free cloth.
- It is important that maintenance be done on a regular basis. Dirt, grime and airborne salt deposits from the atmosphere are often capable of causing damage to the coating surface and must be regularly removed. It is recommended that cleaning be done routinely at a three monthly interval, six months should be considered the maximum interval. Particular attention should be paid to the cleaning interval in marine or other corrosive environments and in areas prone to atmospheric fallout.

4.6 Laminate/Melamine

- For general cleaning wash the laminate with a soft, lint-free cloth in a mixture of warm water and diluted mild detergent. For heavier removal of food oils or finger marks use a mixture of warm water and diluted mild detergent with a soft bristle brush using a light circular motion. Rinse thoroughly and dry by gently buffing with a soft lint-free cloth in a light, circular motion.
- When cleaning surfaces with water care should be taken to not allow the water to pool on a laminate or timber edge as this may degrade the bond and cause swelling.
- Under no circumstances should steel wool, hot water, solvent, or an abrasive cleaner be used. Use of polishes or sealers is not recommended, as these will over a period of time cause a build-up of residue.

4.7 Timber / Timber Veneer

- Regular dusting with a soft cloth or a light feather duster will avoid a build-up of grime, which will dull the surface finish.
- Occasionally gently buff the surface in the direction of the wood grain with a soft lint-free cloth. A light application of a non-silicone polish from time to time.
- All spillages should be removed immediately. Water or any moisture should never be allowed to remain on a timber veneer surface as it may cause the veneer to lift.



- Do not place in a position of exposure to direct sunlight, near radiators, air conditioning vents, humidifiers or a fireplace.
- Under no circumstance should an abrasive cleaner be used.
- To protect the natural timber finish, use coasters under cold, hot or damp objects.
- Avoid direct alcohol or beverage contact with the surface. Glasses or bottles left directly on the table may cause permanent damage to the timber surface.
- Placemats or anything left permanently on the surface will leave a darker shadow, as both natural and artificial lighting can tend to lighten exposed timber surfaces over a period of time.
- To prevent scratching to the timber surface avoid placing objects with hard or sharp edges/corners.

4.8 Plastics

- For general cleaning wash the plastic with a soft, lint-free cloth in a mixture of warm water and diluted mild detergent.
- The use of a protector such as Armorall is highly recommended on components such as chair bases, outer backs and seat shells. Always follow manufacturer's recommendations and if unsure, test a small area first.

Stain And Mark Removal

- Stubborn marks or stains – apply Handy Andy or similar, then wipe down with a warm damp cloth.
- Felt pen or dry marker - use methylated spirits or acetone
- Paint – use acetone or thinners (from a paint shop)
- Glue – contact type – use Ados Solvent N (from a paint shop)

Always test cleaning agent on a small area out of site to ensure it does not damage the plastic.



4.9 Glassboards

- Make sure your eraser is clean. This is the most common problem of a dirty surface. Replace your eraser often as it frequently causes smudges and grime to build up on your glassboard. A paper towel is often the best eraser.
- Never spray cleaning fluid directly onto the eraser pad.
- Clean the glassboard surface as soon as is practical after use. This is the 2nd most common cause of problems. **The longer you leave writing on, the longer it takes to remove.**
- If you have used a permanent marker, try writing over the ink with the correct whiteboard dry wipe pen. The solvents can 'work against' each other to remove the offending ink.
- Commercial whiteboard cleaners can be used on the glass surface as can most ammonia-based household cleaners. Ammonia however does leave an invisible film on the surface which affects erasability (as you are writing on the ammonia not the glass). Isopropyl Alcohol or whiteboard cleaning fluids with a higher alcohol content are excellent cleaners as the alcohol dries off quickly without leaving a residue.
- Never use abrasive cleaners or scouring pads on the glass surface. Take care that rings do not scratch the glass when cleaning.
- Do not spray cleaning fluid directly onto the glass surface particularly if the Glassboard is facing direct sunlight.
- Cold liquid onto a warm-hot surface can cause a temperature variance crack in the glass.

SOME TECHNICAL ADVICE ON MARKERS

- Use only markers which exhibit excellent dry- erase performance.
- Test markers by applying ink to the surface, waiting just a few seconds, then wiping it off with a dry, clean cloth or eraser. There should be no smearing whatsoever, and no residue or even a "shadow" left behind. If you have to wait for more than a few seconds before the ink dries, or if it smears at all when erasing it, or if it leaves a film of any sort after erasure, then you should be looking for another brand of marker.



4.10 Whiteboards

- Make sure you are using the correct pen. A dry wipe 'whiteboard' marker is essential.
- If you have used a permanent marker, try writing over the ink with the correct whiteboard dry wipe pen. The solvents 'work against' each other to remove the offending ink.
- Make sure your eraser is clean. Replace your eraser often as it frequently causes smudges and grime to build up on your whiteboard. It is also a good idea to frequently clean your whiteboard.
- Clean your whiteboard regularly with alcohol- based cleaning fluid. Never use abrasive cleaners.
- For very resistant stains, isopropyl alcohol can be applied to the surface. apply with a soft, scratch free cloth. Apply a warm water solution to the surface after this and then buff dry with another soft cloth.
- Mineral turps, petrol, kerosene, methylated spirits are not recommended as they all leave a 'film' over the whiteboard surface.
- The same applies to household cleaners which use a high proportion of ammonia in them. Ammonia leaves a surface residue and makes it more difficult to clean a whiteboard after use as well.
- Leaving writing on the whiteboard for long periods of time is not recommended.

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