

KE-ZU Care + Maintenance

Thank you for purchasing our products.

By law, we are obliged to provide a 12 months warranty on our products. Our suppliers all offer this or more to us. Some specific projects require more than the standard 12 months warranty. Requests for extended warranties are to be directed to KE-ZU management who will in turn seek to secure confirmation of the extended warranty from the manufacturer. In the unusual event of a claim, we have found our suppliers typically back up their product 100%.

For all GECA certified products, KE-ZU provide a 7 year warranty on their products to be free of manufacturing defects or faults from date of delivery. This warranty excludes damage due to normal wear and tear, abuse or misuse of the product or use for other than it's intended purpose.

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Help and Contact Details:
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WARRANTY

Enea through their agent KE-ZU Pty. Ltd. warrants their products to be free of manufacturing defects or faults for a period of 5 years from date of delivery. This warranty specifically excludes damage due to normal wear and tear, abuse or use of the product for other than its intended purpose.

Please note that no claim will be recognised for damage to upholstery other than the manufacturer's standard collection.

CARE + MAINTENANCE

Polypropylene

Wipe down regularly using warm soapy water with a mild detergent – do not use any acidic or abrasive cleaners.

Leather

In general, leather benefits from too little rather than too much care. One major cleaning a year or every two years is enough! If you plan to treat your product, choose a care product carefully and read the instructions well. First test the product on a place that is not immediately visible. Apply the product with a moist cloth, wiping gently over the leather in large circles.

Clean your piece of furniture before you apply a nourishing or protective treatment. Allow the product time to penetrate the leather and leave the chair or sofa to dry for at least 6 hours.

Dust the leather regularly.

Keep a cotton cloth exclusively for cleaning your furniture so that cleaning agents and dirt cannot penetrate the leather.

Direct, bright sunlight may harm the colour of the leather. Never place leather furniture in direct sunlight.

Do not place the furniture too close to a stove or heat source. The leather will then dry out in places and may split or break. The wooden frame of the piece of furniture may also stretch and split.

It is important to keep the humidity level in the room at the correct level in order to keep the leather 'fit'.

Stains (Solid Substances)

The substance may be removed with a spoon, piece of cloth or white kitchen paper. Work towards the centre of the stain.

Stains (Liquid)

Dab a stain immediately so that the liquid has no opportunity to penetrate the leather. If that has already happened, give the leather some time. A stain will usually sink into the leather in the course of time. Do not rub hard on the area as this will block the pores, leaving a shiny patch.

Lacquered Steel

Clean scuff marks with a very mild abrasive cleaner.