OASIQ

Furniture Care Guide and Warranty



Powder Coated Aluminum

The high-quality aluminum alloys are suitable for long-term outdoor use. Our frames are characterized down to the smallest detail, by their extremely sturdy construction and ingenious features. Various surface treatments with different appearances ensure that the alloys remain durable. The chairs and supporting frames are fitted with abrasion-resistant synthetic gliders in order to protect your floor.

Clean the anodized frames of the furniture mentioned above using a sponge, warm water and soap. Rinse with fresh water. We recommend that furniture be cleaned at least on a yearly basis.
Do not clean using any type of abrasive agent or scouring pad.

OASIQ's warranty policy for our aluminum frames is 3 years. Warranties are valid only from the receipt date of the original order. The warranty policy covers manufacture defects with normal usage. The warranty for the powder coating is 2 years and covers peeling, blistering or cracking. This warranty does not apply to damage resulting from improper maintenance, misuse, negligence, or normal wear. In all cases, warranties apply only to the original owner during normal residential use. Contract / commercial warranties are 1 year for all material.



Stainless Steel

The stainless steel is weather-resistant and durable. All stainless steel furniture is equipped with high-quality synthetic gliders to protect precious flooring. Like other materials, stainless steel must be cleaned regularly. Salt from sea water, metallic particles in the air and chlorine from swimming pools are all substances that must not be left on the steel for too long. The more aggressive the environment the more frequently the metallic furniture must be rinsed and cleaned in order to neutralize deposits. Furniture that is used inland with little or no direct exposure to salt water or chlorinated water requires a monthly cleaning to remove natural deposits, which can damage the frame and lead to deterioration. Using fresh water only, simply spray the frames down thoroughly, at a high hose pressure. Dry with a cloth to avoid water spots. Furniture that is used in windy coastal areas but not directly on the coast with blowing sand and salt water particles in the air or exposed directly to chlorinated water, a regular weekly cleaning as described above is required to maintain ideal frame condition. Furniture that is used directly on the coast. Special consideration should be used when selecting stainless steel -- regular cleanings cannot be overlooked. In these environments a weekly cleaning is required and it is advisable to often use a sponge and mild soap to more thoroughly clean off any deposits.

OASIQ's warranty policy for our stainless steel frames is 3 years. Warranties are valid only from the receipt date of the original order. The warranty policy covers manufacture defects with normal usage. This warranty does not apply to damage resulting from improper maintenance, misuse, negligence, or normal wear. In all cases, warranties apply only to the original owner during normal residential use. Contract / commercial warranties are 1 year for all material. Corrosion is a normal occurrence when stainless steel is exposed to salt air or airborne chemicals like chlorinated pool water and is not covered by this warranty



Ceramic

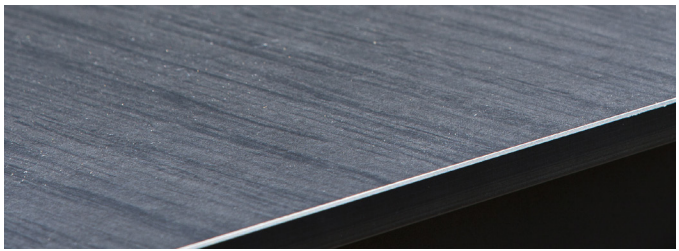
In general, daily cleaning of OASIQ ceramic table top can be performed using warm water and possibly neutral detergents. The detergents will need to be diluted according to the information provided on their packaging. Rinse with abundant water.

Over time and due to the use of regular commercial detergents, an opaque film may form on the surface of the slab.

Certain drinks such as cola, water and wine could eliminate the opaque film restoring the original appearance to the slabs, if spilled by accident on the surface of the slabs.

The marks thus created would be the only clean parts of the surface.

To avoid the development of such waxes and opaque films, it is recommended to use only neutral detergents for routine cleaning, while to remove such deposits it will be necessary to de-wax the entire surface.



HPL

The high-quality HPL (high pressure laminate) tops of our furniture are suitable for year-round use in the open air. They are remarkably robust and easy to clean.

Clean HPL tops with a sponge and mild soap, preferably with warm water.

OASIQ's warranty policy for our HPL and Ceramic tables is 3 years. Warranties are valid only from the receipt date of the original order. The warranty policy covers manufacture defects with normal usage.

This warranty does not apply to damage resulting from improper maintenance, misuse, negligence, or normal wear. In all cases, warranties apply only to the original owner during normal residential use. Contract / commercial warranties are 1 year for all material.



Teak

Teak is one of the most valuable commercial timbers in the world. It is resistant to moisture, sun, frost and temperature fluctuations. This makes it particularly suitable for long-term use outdoors – without any additional surface protection. Our teak furniture is supplied with the wood in its natural state, in the old English tradition, since the majority of purchasers want to use the furniture in the open air without painting. Over time, the influence of the weather gives the wood a silver-grey patina. Teak is a natural product and therefore always has a different grain. To be processed, the wood must be pre-dried, which sometimes gives it a partly reddish-brown hue. However, this disappears after a few weeks in the sun's UV rays. Fine hairline cracks may appear on the surface; this is also a natural phenomenon which does not in any way affect the stability and durability of the furniture. Clean teak furniture twice a year with a brush and mild soap, preferably with warm water. This prevents dirt from the atmosphere from becoming deeply embedded in the grain of the wood. When furniture first arrives, dust with damp cloth to remove "teak dust". It is advised for the first 3 months that cushions be removed as often as possible, as the natural oils reach the surface layer of the wood and can stain cushions. Every 6 to 12 months, scrub furniture with a soft bristle brush, using mild soap (such as natural liquid dish detergent) and rinse with fresh water, to prevent build up of mildew feeding on the wood's natural oils. Teak can be "watered" often using fresh water to help weathering process develop more evenly.

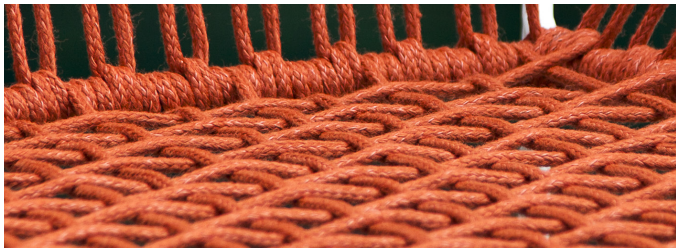
There are three different stains that may occur with teak. Below you will find further instructions how to remove them. Water stains arise as a result of a natural process when pigments are secreted from the inside of the wood. Mild soap and a scrubbing brush can be used to help remove the water stain. A teak brightener can be used as well to make the stains disappear. Black stains also may appear on the teak as well from environmental interactions that are caused by stubborn dirt deposits or chemical reactions with elements in the air. These black stains can be removed with a high pressure hose or sanding the affected surface to remove the stain. Grease, oil, wine or wax can be removed with a spirit or benzine, if it is a deeper stain you can also sand the teak as well.

OASIQ's warranty policy for our teak frames is 3 years. Warranties are valid only from the receipt date of the original order. The warranty policy covers manufacture defects with normal usage. This warranty does not apply to damage resulting from improper maintenance, misuse, negligence, or normal wear. In all cases, warranties apply only to the original owner during normal residential use. Contract / commercial warranties are 1 year for all material.



Glass

Our tables are fitted with panes of safety glass which meet the same quality standards as car side windows. Use a commercial glass cleaner; avoid products that scour or scratch.



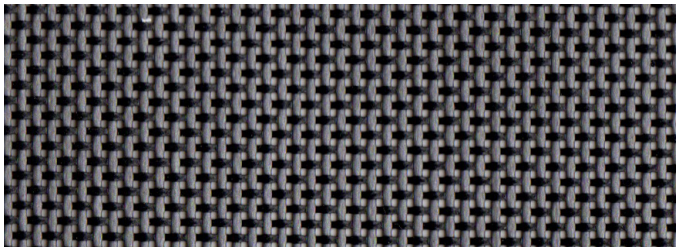
Rope

The rope is manufactured by LEISURETEX and is a combination of PVC and acrylic. This strong combination enables both the Yland and Sandur collection to be durable yet comfortable.

To clean and remove stains and mildew, spot wash by sponging briskly with a mild soap in lukewarm water. Thoroughly rinse with clean water to remove soap. Allow to air dry completely before storing. Do not use oil cleaners.

Insect repellents and suntan lotions are not recommended near the rope material. Insect repellents and suntan lotions can reduce the life of fabric, accelerate fading and stain fabrics. To avoid damage, wipe clean with mild laundry detergent and warm water. Do not use bleach or harsh detergents under any circumstances.

It is very important that you DO NOT USE STEAM. Acrylic fibers are made of 100% acrylic fiber and are thermoplastic or heat sensitive. When spot washing, use lukewarm water (under 100°F). Allow to air dry. Do not use solvents, carbon tetrachloride, scouring agents, bleach, janitorial cleansers, gasoline or brushes



Mesh

Mesh is used in selected collections for its comfort and ease of replacing. It is an extremely durable and high quality material consisting of a polyester fiber covered by a coating of PVC, making it highly resistant to tearing. The flexibility of material is ideal for clients wishing to avoid the need for cushions. Sagging is minimal as it has a maximum stretch of 3%. It is 100% synthetic and resistant to rot and mildew. It is highly resistant to UV radiation and fading and is easily cleaned. It can withstand temperature extremes, ranging from -22°F (-30°C) to 158°F (70°C), although can melt if in contact with a flame source. To clean, simply wash mesh, with a mild natural soap and fresh water, using a soft bristle brush. Rinse and dry with a cloth, to avoid water stains from settling on the stainless steel frames. Here is more of an in depth chart of stain below.

Common Dirt: Warm water and strong detergent.

Oil or Grease: Use bleach and rubbing alcohol.

Mildew: Use strong detergent and warm water with bleach.

Beer or Coffee: Strong liquid detergent with warm water.

Berry Juices, Wine, or Blood: Use strong liquid detergent, warm water and Ammonia.



Cushions

When cushions first arrive, make sure to wipe down furniture before putting cushions on. We recommend covering cushions or taking them indoors when not in use, and certainly during wet weather. This is especially true during initial weathering of new teak furniture when oils will leach out of the wood in damp conditions.

As such, it is advised to keep cushions off of teak furniture when not in use especially during the first 3 months. To prolong the new look of cushions, we recommended that you regularly brush off dirt to prevent it from settling deep in the fabric, as mildew may grow on dirt and other deposits on the fabric.

Depending on what kind of fabric that you use, consult with the fabric manufacturer to find out what they recommend for general cleaning, but in most cases, simply scrub off dirt using a soft bristle brush with fresh water mixed a small amount of natural soap.

Do not soak cushion thoroughly, just enough to get the surface dirt off. If cushion does get soaked thoroughly, due to cleaning or rainy weather, unzip the cover and dry thoroughly in an open air environment. Remove foam insert for more efficient drying. Drying time may require several days, depending on wetness of cushion, environmental factors, and the type of foam selected for your cushions. The best way to avoid a long drying out time is to keep cushions in a dry storage area.

OASIQ's warranty for all cushions is 1 year. Warranties are valid only from the receipt date of the original order. The warranty policy covers manufacture defects with normal usage. This warranty does not apply to damage resulting from improper maintenance, misuse, negligence, or normal wear. In all cases, warranties apply only to the original owner during normal residential use. Contract / commercial warranties are 1 year for all material.



All-Weather Wicker

All-weather wicker is used in our Astor collection and it consists of a material called Polypeel. Polypeel is a synthetic, tensile-strength polyethylene fiber. It is 100% recyclable, non-toxic and highly durable. Polypeel is insensitive to UV rays, temperature fluctuations an harsh weather conditions.

All-weather wicker is safe around pools and ocean water as it is protected from harsh environments do to its composition. However, color pigmentation can effect the color consistency of our all-weather wicker, so there may be slight color variations between production batches. Such variations are unavoidable.

To clean the all-weather wicker simply rinse it down with water. For stubborn stains use equal parts water, mild soap and vinegar and rinse thoroughly. Dry with a dry cloth to avoid water marks.

STAIN CHART

This chart contains our recommended cleaning methods of Sunbrella® fabric for some of the most common and toughest stains. You may also use Carbona Stain Devil cleaning products. Available from national retailers, Carbona provides 9 formulas made to get out different types of stains. Apply the number indicated for your stain.

STAIN	RECOMMENDED CLEANING SOLUTIONS	CARBONA STAIN DEVIL NO.
BEER	Dawn® dishwashing liquid (2 oz.) / 1 gallon water / white vinegar (3 oz.)	8
BERRY	Dawn® dishwashing liquid (2 oz.) / 1 gallon water / ammonia (4-8 oz.)	8
BIRD DROPPINGS	Dawn® dishwashing liquid (2 oz.) / 1 gallon water, or try Goo Gone Grease Cutter (a hand cleaner), Greased Lightning, or Clean Rite Purple Power (available at Wal-Mart, K-Mart, etc.)	
BLOOD (DRIED)	Dawn® dishwashing liquid (2 oz.) / 1 gallon water / ammonia (4-8 oz.)	4
BUTTER	volatile solvent (acetone) 100%	5
CHARCOAL, PENCIL MARKS	vacuum, then Dawn® dishwashing liquid (2 oz.)/ 1 gallon water	3
CATSUP OR MUSTARD	Dawn® dishwashing liquid (2 oz.) / 1 gallon water	2
CHEWING GUM	volatile solvent (acetone) 100%	1
CHOCOLATE	Dawn® dishwashing liquid (2 oz.) / 1 gallon water / ammonia (4 oz.)	2
COFFEE	Dawn® dishwashing liquid / water, white vinegar, volatile solvent (acetone)	8
COLA	Dawn® dishwashing liquid (2 oz.) / 1 gallon water	8
CRAYON	paint remover (100%), oil or grease remover (mix as directed)	3
EGG (RAW)	Dawn® dishwashing liquid (2 oz.) / 1 gallon water	4
GRAPE JUICE	Dawn® dishwashing liquid (2 oz.) / 1 gallon water	8
GRAVY	Dawn® dishwashing liquid (2 oz.) / 1 gallon water	2
GREASE (CAR)	volatile solvent (acetone) 100%	5
INK (PERMANENT, INDIA, BALLPOINT)	paint remover (100%), volatile solvent (acetone) 100%, soap and water	3
IRON RUST	Carbona™ Stain Devil #9	9
LIPSTICK	paint remover, oil or grease remover (mix as directed)	6
MASCARA	paint remover (100%), volatile solvent (acetone-100%), Dawn® dishwashing liquid (2 oz.)/ 1 gallon water	8
MILDEW	bleach (1 cup) / Dawn® dishwashing liquid (2 oz.) / 1 gallon water	4
MILK	Dawn® dishwashing liquid (2 oz.) / 1 gallon water	8
NAIL POLISH	volatile solvent (acetone) 100%	1
OIL	volatile solvent (acetone) 100%	5
ORANGE DRINK	Dawn® dishwashing liquid (2 oz.) / 1 gallon water	8
PAINT (LATEX) WET	Dawn® dishwashing liquid (2 oz.) / 1 gallon water	1
PAINT (LATEX) DRIED	paint remover (100%), oil or grease remover (mix as directed)	1
PAINT (OIL OR LACQUER)	paint remover (100%), oil or grease remover (mix as directed)	5

SHOE POLISH (LIQUID)	volatile solvent (acetone) 100%	7
SHOE POLISH (WAX)	apply heated iron over towel, volatile solvent (acetone) 100%	1
SUNTAN LOTION	Pine Power® or pine oil detergent / water (mix as directed)	5
TEA	Dawn® dishwashing liquid (2 oz.) / 1 gallon water	8
TOMATO JUICE	Dawn® dishwashing liquid (2 oz.) / 1 gallon water	2
TREE SAP	turpentine (100%), Dawn® dishwashing liquid (2 oz.) / 1 gallon water	7
URINE	Dawn® dishwashing liquid (2 oz.) / 1 gallon water / white vinegar (3 oz.)	8
VOMIT	Dawn® dishwashing liquid (2 oz.) / 1 gallon water / white vinegar (3 oz.)	8
FOOD COLOR	Dawn® dishwashing liquid (2 oz.) / 1 gallon water / white vinegar (3 oz.)	6
WAX (CANDLE)	apply heated iron over towel, volatile solvent (acetone) 100%	1
WINE	Dawn® dishwashing liquid (2 oz.) / 1 gallon water / ammonia (4-8 oz.) / white vinegar (3 oz.)	8

OASIQ 5-Year Limited Warranty

OASIQ warrants to the original purchaser that all OASIQ products shall be free from defects in materials and workmanship under normal residential and commercial use for a period of five (5) years from the date of purchase, subject to the specific terms, exclusions, and limitations outlined below.

Coverage Details & Specific Limitations

1. Teak Components
•Coverage: Guaranteed against structural failure due to manufacturing defects.
•Exclusions: Natural checking, cracking, splitting, or grain separation of teak wood is an inherent characteristic of natural outdoor timber and is not covered, unless the cracking or separation occurs at a structural area and compromises the integrity of the product.

2. Powder Coating & Metal Frames
•Coverage: Covers structural integrity and adhesion of the finish against severe peeling or blistering under normal wear.
•Exclusions: Does not cover surface scratches, chips, or normal wear and tear resulting from everyday use, assembly, or handling.

3. Stainless Steel
•Coverage: Covers structural integrity against rust-through.
•Exclusions: Surface discoloration, tea-staining, or yellowing—particularly when products are used near the ocean or in marine environments—is a natural exposure reaction and is not covered. Regular cleaning with clean water is required in coastal settings.

4. Cushion Structure & Fabric (1-Year Warranty)
•Coverage: Cushion cores, foam structural integrity, and seam/stitching craftsmanship are covered for a period of one (1) year from the date of purchase.
•Exclusions: Does not cover fabric stains, soil marks, chemical spills, or normal flattening of foam over time.

Care & Cleaning Instructions

To maintain your warranty coverage and maximize product lifespan:
•Fabric & Cushion Care: For all cleaning and stain treatment, please strictly follow the official Sunbrella® cleaning instructions.
•General Maintenance: Regular rinsing with fresh water and gentle cleaning is recommended, especially in high-traffic or coastal applications.

General Warranty Exclusions

This limited warranty does not cover:
•Damage caused by improper installation, misuse, abuse, vandalism, negligence, or severe weather/acts of God.
•Unauthorized alterations, repairs, or modifications.
•Normal wear and tear, cosmetic aging, or exposure to harsh cleaning chemicals not recommended by OASIQ or Sunbrella®.

Note: Proof of original purchase (invoice or sales receipt) is required for all warranty claims. OASIQ reserves the right to repair, restore, or replace defective components at its sole discretion.

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