



BFX Furniture

# WARRANTY & PRODUCT CARE INSTRUCTIONS

UPDATED 2020



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# 1. Introduction to BFX Furniture

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## Supply and Placement of Business & Educational Furniture

BFX is proud to be one of the leading manufacturers and suppliers of furniture in the Corporate, Government, Education and Healthcare sectors. Our ongoing role and success in the industry is a direct consequence of the commitment we make to connecting between our physical environments and the improvement with social and learning outcomes.

As an Australian owned and operated company, our diverse array of products and services including Consultation and Planning, Design, Project Management, Delivery and Installation, makes us one of the most complete suppliers anywhere, manufacturing locally and sourcing globally. BFX focuses on creating inspiring spaces with something unique in every fit-out. Every step of the way, we are committed to understanding our clients' needs and realising the maximum potential of every space.

BFX is certified under the ISO9001:2016 Quality Management Systems, ensuring consistency across manufacturing, sourcing and delivery.

BFX understands that responsible environmental management plays a significant role in ensuring sustainability of our future resources and the quality of raw materials. BFX maintains the international certification to the specification for Environmental Management Systems ISO 14001:2016.

BFX has a history of providing furniture across a vast range of market segments. Regardless of the application, BFX furniture is manufactured with a high lifecycle, guaranteed with warranties.

For additional advice please contact our Customer Support team on 1300 866 522.

# 2. Contact Details

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ABN: 13 130 145 747

Address: 46 Paulger Flat Rd, Yandina QLD 4561

Contact Person: Customer Service

Phone: 1300 866 522

Email: support@bfx.com.au



BFX Furniture

**BFX Furniture**  
www.bfx.com.au  
1300 866 522

### 3. Certifications & Accreditations

BFX is certified under the ISO9001:2016 Quality Management Systems, ensuring consistency across manufacturing, sourcing and delivery.

We guarantee that you will receive only the best quality products and the best value for your money when you shop with BFX Furniture.



LARGEST RANGE OF  
**INDEPENDENTLY  
TESTED & CERTIFIED**  
PRODUCTS

VIEW OUR  
FULL RANGE AT  
**BFX.COM.AU**

#### **Sustainable Company**

AS/NZS ISO 14001:2016  
Environmental Management System  
Certified By CACS



#### **Quality Assured**

AS/NZS ISO 9001:2016  
Quality Endorsed Management System  
Certified By CACS



#### **Safety & Strength**

Tested and Certified By SGS



**Made To International  
Standards**



#### **No Volatile Emissions**

Tested and Certified By CETEC



#### **E0 Board**

Emission Level E0



#### **Good Environmental Choice**

Certified By GECA



## 4. Maintenance & Care

### Melamine Products

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#### Placement Instructions

##### **1. Keep moisture at arm's length**

Particle board furniture can be easily damaged by moisture. Furniture should be kept indoors to prevent furniture from being exposed to moisture. While cleaning the furniture, use a minimal amount of water. If you have to use water, rub it on small patches in small quantities and wipe off with a dry cloth immediately.

##### **2. Move furniture with care**

Particle board furniture should be handled with care. If furniture is large, dismantle it first and then move it piece by piece.

##### **3. Use fasteners and nails specifically designed for particle board furniture**

Ordinary screws and nails are not compatible with this furniture because these screws will cause the wood particles to disintegrate and fall. To avoid this situation, use the fasteners particularly designed for particle sheet furniture.

##### **4. Keep away from direct sunlight**

Keep furniture away from direct sunlight. The temperature of summer sun will destroy the furniture's attractive look by fading its shine and drying out wood which may cause cracks.

#### Fitting Instructions

Ensure all screws and fittings have been used in assembly of the unit, and that all fittings are hand tight. Attaching Screens; Once screen is placed in desired position in work area, ensure that screen is level using a spirit level on the top horizontal rail, winding the levelling feet in/out on the screen foot plates. When attaching screen to a desk/workstation, ensure the compatible bracket system is fitted correctly and fittings are tightened hand-tight. Ensure screen is not unstable, becoming a falling hazard. If screen is unstable, check all bracketry to ensure fittings have been installed correctly.

#### Surface Care Instructions

For general care and maintenance of laminate surfaces, simply wipe away most spills or marks with a damp cloth, or a mild detergent. Rubbing gently with a clean, dry cloth brings back the brightness of laminates. With a few sensible precautions, your Melamine laminate surface will enjoy a long lifespan.

## **General Care – Information**

Avoid scourers and abrasives as they will damage the surface.

Don't place hot objects, electrical appliances or pots straight from the oven or cooker onto your Laminex laminate surface. Don't cut on the Laminex laminate surface.

Keep waxes and polishes well away as they dull the natural shine. Do not use strongly acidic, alkaline cleaners or bleach for normal cleaning as these might etch the surface.

### **Streaks**

Streaky marks sometimes show on dark colours after cleaning. Wipe over with a dry clean cloth.

### **Grease**

Using a mild dishwashing detergent in water will remove greasy marks. Dab, wait and wipe away with a dry clean cloth.

### **Spills**

Laminate surfaces resist staining from most household chemicals. With some accidental spills however, prompt action is essential. Wipe off beetroot, grape and berry juices, first aid preparations, concentrated bleach, oven cleaners, dishwasher detergents, artificial dyes, hair colouring and solvent based pen ink immediately. Specialty glues such as Super Glue must also be removed straight away with acetone (nail polish remover).

### **Stains**

If the stain won't budge with Extra Strength Windex, try methylated spirits or dab the stain with a diluted bleach mixture (1-part bleach to 8 parts water); leave for 3 minutes then wash off with water and dry. Finish off with Extra Strength Windex. Only as a last resort if a stain persists try 2 or 3 rubs with a crème cleanser or white toothpaste, wash and dry. Please note that bleach or these abrasive cleaners may irreversibly damage the laminate surface.

### **Scratches**

Laminex laminate surfaces will withstand normal wear and tear but can be damaged by scratching or cutting with utensils, knives and unglazed pottery. Darker colours will show scratches more readily than lighter colours. In general, dark colours and high gloss surfaces require more care and maintenance than lighter colours or lower gloss colours. To minimise scratching, always place and lift objects from the surface – never drag or slide them across the surface.

## **Specific Care - Laminates**

(This applies to Squareform Benchtops, Fire Retardant Laminates, Chemical Resistant Laminates, Aquapanel Wet Area Panelling, Vizage Wall Lining, Fusion Laminates and Compact Laminate). A damp cloth will remove spills and greasy spots. Rub with a clean dry cloth to bring back brightness. Occasionally clean with mild dishwashing detergent.

## **Specific Care - Diamond Gloss®**

Wipe off spills or marks promptly with gentle rubbing using a soft cloth and mild dishwashing detergent. Dry with a soft, dry cloth. Never use abrasive cleaners – even those in liquid form – as they will mark the high gloss surface. If used as a whiteboard surface, whiteboard markers or liquid chalk marker pens only should be used. The use of permanent markers is not recommended, as while it is possible to clean them off, they may leave ghosting or non-removable marks over time. A soft cloth (no wetting) should remove whiteboard/liquid chalk marker pens. If necessary, a soft cloth made damp with water can also be used. As with all whiteboard surfaces, general wear and tear such as scratches or scuff marks will occur over time which will make cleaning more difficult. When marker pen cannot be removed with a damp cloth, consideration should be given to replacing the whiteboard surface.

## **Specific Care - Metallic Laminates (Innovations®)**

Wipe off spills or marks promptly with a soft cloth and mild detergent. Dry with a soft, dry cloth. Never use abrasive cleaners – even those in liquid form – as they will mark the surface. Also never use solvents, acids or alkalis on metallic laminates.

## **Specific Care – Laminex Stainless Steel Laminates (Innovations®)**

Wipe off spills or marks promptly with a soft cloth and mild detergent. Dry with a soft, dry cloth. Never use abrasive cleaners – even those in liquid form – as they will mark the surface. Specialty stainless steel cleaner can also be used if necessary.

## **Specific Care – Laminex Panels**

A damp cloth will remove spills and greasy spots. Rub with a clean, dry cloth to bring back brightness. Occasionally clean with mild detergent.

## **Specific Care – Finished Designed Timber Veneer Panels**

Timber Veneer Panels are easy to clean using a damp cloth and non-abrasive cleaning products. Never use acetone or trichloroethylene on the polyurethane surfaces. Do not use abrasive cleaners, powders, scouring pads, steel wool, sandpaper, etc. These can damage the finish and make the surface susceptible to staining. Silicone based cleaning products must be avoided.

### **Specific Care – Laminex Panels (Gloss)**

A wipe over with a clean, soft damp cloth should be sufficient to keep the decorative surface clean. It is recommended to wipe with a dry, clean cloth to remove any residue and restore the appearance.

### **Specific Care - Metaline® Splashbacks**

When cleaning your Metaline® surface use only mild detergent and a soft, abrasion-free cloth to clean the decorated surface.

- DO NOT use abrasive cleaners, cleaning pads or scouring pads on the surface.
- DO NOT allow food residue to build up on the surface.
- DO NOT use cleaning solutions that are highly acidic or caustic.
- DO clean regularly.
- DO NOT clean the surface if it is hot.

### **Specific Care - Laminex Leather Touch Laminates (Innovations®)**

These should be cleaned with standard artificial leather care products. Ensure the manufacturer's instructions are followed.



## Plastic Chair with Metal/Wooden Frame Products

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### Stacking of Chairs

If the style of chair chosen allows the chair to be stacked when not in use, it is important to make sure that the stools do not get scuffed or scratched. To reduce the amount of scuffing it is recommended a felt tab is placed on the underside. This is optional and not supplied with the supply of the chair.

Further protection against scuffing if you have chosen aluminium or heavy-duty plastic chair, is to wipe down the seat tops prior to stacking.

### General Care

#### Plastic Shell

For general care and maintenance of plastic surfaces, simply wipe away most spills or marks with a damp cloth, using a mild detergent. Rub gently with a clean, soft cloth. Rinse thoroughly and dry with a soft cloth. With a few sensible precautions, your plastic surface will enjoy a long lifespan. It is not recommended to use solvent-based or abrasive cleaners. Ensure very hot objects do not come into contact with plastic surfaces and protect from direct sunlight for extended periods.

#### Base

##### 1. Metal Frame, 4-Leg Base

Normal cleaning: Wash surface with a soft cloth soaked in mild detergent and warm water. Rinse thoroughly and dry with a clean soft cloth.

##### 2. Wooden Frame

Dust regularly with a slightly damp, soft, lint-free cloth. Wipe dry with a dry, soft cloth in the direction of the wood grain.

## Upholstered Products

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### Operating Instructions

Furniture should be kept away from radiators, air conditioners and air inlet valves to avoid sudden temperature and humidity changes (keep 30 cm distance).

Protect upholstered product from direct sunlight which can cause fading and discolouration. To promote with even wear, rotate cushions (applicable to lounges only).

You shouldn't jump on upholstered furniture to prevent sudden shocks on fabrics, foam and wooden details.

While moving furniture from one place to another do not drag, move it carefully instead. Do not sit on the armrest because it can cause deformities: filler can be displaced, and the seams can rupture if the tensile force is excessive.

Furniture should be regularly vacuumed and ventilated.

Avoid leaning against partition screens and never lean ladders against the partitions.

### Fabric Care Instructions

Our advice is given in good faith and should not be considered a guarantee. If in any doubt, always consult a professional upholstery cleaning company.

### Cleaning Guide

#### Spot cleaning

Treat spills and stains as soon as possible. Test on hidden area to ensure fabric and colour are not removed. Gently scrape any soil or mop any liquid from the surface of the fabric. Use of soap or detergent with water should be approached with caution since overzealous rinsing to remove soap residue may result in over-wetting, water marking and possible wetting of substructure (this may create other stains or damage products).

For non-oil-based stains use warm water and non-toilet soaps which do not contain optical brighteners (consider Velvet soap, Lux Flakes, Softly). Mix a small amount of soap and warm water solution and apply to the stain, rubbing gently. Blot dry with a clean towel. Apply cool water (preferably filtered or distilled water) and blot dry again. Then with a hair dryer, working out from the centre of the stain, dry quickly to prevent rings forming. It is generally preferable to clean whole panels of fabric in this way rather than trying to spot clean specific areas.

For oil-based stains following the same basic guidelines as above, apply a proprietary brand solvent based cleaner and try to clean generally in panels rather than spot cleaning specific areas. To further enhance spot cleaning results, Warwick have introduced the Halo Fabric Care Kit which includes Halo spot cleaner for most household stains, Halo fabric deodoriser to help neutralise pet and general odours and Halo fabric protector to restore liquid repellence on fabric sections that have been spot cleaned.\*For treatment of specific stains, see Stain Removal.

### **Professional fabric servicing**

Warwick Fabrics recommend that water-based 'Fluro chemical' type fabric protectors be applied by licensed applicators only. Check your care label first to see if a mill-applied protection was incorporated during fabric manufacture. It is not necessary to apply an after-market protector over mill applied protectors on new fabrics. Fabric protectors do not eliminate the need for vacuuming, routine cleaning or proper care. They will, however, make spot cleaning and vacuuming quicker, easier and more efficient between professional cleans and keep your fabric looking cleaner longer, as well as extend its life. Professionals applying fabric protectors must always pre-test to qualify fabric suitability.

### **Warning**

Extreme caution should be taken if considering treatment of velvets and pocket weaves with stain repellent products. Some high pile velvet and pocket weave jacquards may change in surface character if stain repellent treatments are incorrectly applied. Extra care should be taken to pre-test for these fabrics.

### **Professional cleaning frequency**

Cleaning frequency is determined by the furniture use, your own maintenance, upkeep and environmental conditions. As a good 'rule of thumb' overall cleaning is recommended every 12 months for most family room lounges.

## **Stain Removal**

### **Alcoholic beverages**

After the moisture has been blotted up, dab at the stain with a clean cloth dampened in rubbing alcohol. Then blot repeatedly with liquid detergent mixed with cool water. Blot dry with a towel. Dab again with clear cool water and blot dry.

### **Blood**

After the moisture has been blotted up, dab at the stain with a clean cloth dampened in rubbing alcohol. Then blot repeatedly with liquid detergent mixed with cool water. Blot dry with a towel. Dab again with clear cool water and blot dry.

### **Chewing gum**

Rub an ice cube over the gum to harden it, then scrape off the excess with a dull knife. To remove what's left, use dry cleaning fluid.

### **Chocolate (and other soft candy)**

This is a combination greasy/non-greasy stain. Scrape excess away, then go over the spot with cool water mixed with a liquid detergent. Blot thoroughly and then clean with dry cleaning fluid.

### **Coffee and tea**

Sponge with warm water. Apply warm glycerine. Leave for 30 minutes. Flush out with water and dry quickly.

### **Cosmetics**

Sponge with warm water. Apply warm glycerine. Leave for 30 minutes. Flush out with water and dry quickly.

### **Fruit and fruit juices**

After excess is blotted up or scraped away, blot the spot with cool water. If a stain remains, add liquid detergent and a drop of vinegar to the water. Dab the spot with this mixture and blot until there's no trace of a stain. Then go over the area lightly with clear water to remove traces of vinegar.

### **Grease (including hair grease and oil)**

Scrape away excess if necessary and then dab repeatedly at the stain with dry cleaning fluid. If any stain remains, go over the area with a lukewarm mixture of liquid detergent and water. Always make sure you use a clean portion so you don't put the stain back in the fabric. Last, go over the area with a clean cloth moistened with cool clear water.

### **Ice cream**

Scrape away excess and apply cool water mixed with liquid detergent, blotting frequently with a dry cloth so as not to saturate the fabric. Let dry and then go over any remaining stain with dry cleaning fluid. Blot dry.

### **Ink**

Moisten with warm glycerine. Leave for 10 minutes. Apply liquid detergent and brush lightly. Flush out with water and dry quickly.



### **Iodine**

Rub with cut lemon before sponging with warm water. Apply small quantity of detergent with clean cloth. Blot stain then remove soapy residue with cloth wrung out in warm water and white vinegar solution (1/3 vinegar to 2/3 water).

### **Milk and vomit**

Blot or scrape away the excess, then take a clean soft cloth and blot. Apply clear cool water to the area, blotting frequently. Then blot with a detergent solution to which you've added a small amount of ammonia. Blot dry and wait a few minutes. Go over the area with dry cleaning fluid, blot dry. Finally, blot the area lightly with a cloth moistened with rubbing alcohol.

### **Soft drinks, sweets and syrups**

Sponge with water, add warm glycerine and work into stain. Flush out with water and dry.

### **Shoe polish**

Apply liquid paraffin to loosen the stain, then sponge with dry cleaning fluid.

### **Urine**

It is especially important to treat this stain right away, before the urine dries. Otherwise, the urine may react with the fabric dyes and cause permanent discolouration. First, dab at the stain with a solution of white vinegar and water and blot dry. Then apply a mixture of liquid detergent and cool water, blotting frequently and with a dry cloth to avoid saturating the fabric. Finally, dab the spot with clear cool water and blot thoroughly.

### **Water spots**

Blot thoroughly and then dampen the entire spot with clear white vinegar. Wait a few minutes. When the area is dry, moisten it again with clear water, blotting with a dry cloth after every application of the damp cloth. If the fabric has a pile, brush in the direction of the pile when it is dry.

## **Helpful Tips**

### **Chenille Yarn Fabrics**

Fabrics using chenille yarn constructions from viscose rayon, acrylic, polyester or cotton fibres will behave like most pile or napped fabrics during service, i.e. orientation of pile fibres will be disrupted when sat upon, resulting in an apparently different shade on contact areas. This disruption of the pile fibres and consequent apparent colour change are inherent characteristics and should not be considered as defects.

## **Colour fastness**

All fabrics are tested to industry standards. It is important to note that no fabric is 100% colour fast and that it is impossible to prevent colours fading if adequate precautions are not taken in the home. Winter sun, sitting lower in the sky, can cause the most damage, particularly when protective curtains have been pulled back to 'warm the room'.

## **Dye Transfer**

Certain clothing and accessory dyes (such as those used on denim jeans) may migrate to lighter colours. This phenomenon is increased by humidity and temperature and is irreversible.

## **Fading**

Colours with which the fabrics are dyed, particularly bright colours, will be susceptible to light fading depending on the degree of exposure. Some fabric damage will be evident where fading is most pronounced. In situations where rooms are northerly facing or exposed to constant daylight we recommend extra caution in selecting furnishings.

## **General care**

When arranging your furniture, care should be taken to avoid touching external walls or radiators to prevent problems of moisture build up and/or scorching damage. Take care to prevent sharp objects such as rings, buckles and pets' claws from coming into contact with your furniture, as this may cause snagging or tearing of the fabric. Vacuum regularly (weekly) using low suction. Rotate reversible cushions regularly. Protect from direct sunlight.

## **Natural Fibres**

We suggest that fabrics of predominantly cotton or linen construction are not used for roman blinds as this may result in faded striping. Please ensure the correct product is specified in order to enhance performance and longevity of the roman blind. Warwick will not entertain claims relating to roman blinds when the product specified consist predominantly of natural fibres.

## **Oxidation**

Fumes from chimneys, auto exhausts, open fires, gas fires, stoves, or wherever combustion is present, produce a sulphur compound which when combined with humidity and oxygen in the air produce a mild sulphuric acid. This matter is absorbed by or clings to the furnishing fabric and contributes to discolouration and deterioration of the fabric.

## **Pilling**

Pilling can occur occasionally as a result of normal daily wear and should not be considered as a fault. There are many variables which can trigger pilling, including climatic conditions, atmospheric purity and user environment. Even specific clothing types (fleecy tracksuits etc) can transfer pills from the clothing to the furniture fabric. As the fabric surface is rubbed, a single or small group of loose fibres on the surface begins to twist upon itself, forming tiny balls or 'pills'. Often the catalyst that starts this process is a foreign fibre or speck of dirt. Pilling can be successfully removed with battery operated pilling tools available from most haberdashery stores. 'De-pilling' only removes unsightly loose surface fibres and does not affect fabric performance.

## **Reversible Fabrics**

It is the responsibility of our customers to ensure that fabrics labelled as 'reversible' are made up in accordance with the end user's preference. Warwick will not entertain claims relating to this issue.

## **Shrinkage**

All fabrics are prone to shrinkage and it is important that sufficient allowances be made. An allowance of 3% is considered an acceptable industry standard.

## **Seam slippage**

It is possible for fabrics, which are tested for seam slippage and approved for upholstery use, to display fraying problems. This may occur if the following recommendations are overlooked:

- Stitch lengths: A minimum of 10-12 seam stitches per inch (25mm).
- Seams: A minimum half inch (13mm) seam should be taken.
- Over locking: Should be used for loose woven fabrics and for seat cushion seams.
- Taping: In some cases an additional safeguard of stitching through a quarter inch tape along the seam may be necessary to prevent fraying in high-load areas (such as corner back cushions).

This may be done at the manufacturer's discretion after testing on individual designs.

## **Sun damage**

Constant exposure to the direct rays of the sun will break down fabric fibres, causing them to become brittle and resulting in the affected area breaking when cleaned.

## **Velvets**

To protect against pile loss incurred when velvets are upholstered onto foam, we recommend high wear areas be completely covered by Dacron or Calico. In particular, side and end panels of foam seat cushions should not be overlooked. We recommend curtains to be made with pile up. When velvet curtains are hung for the first time it is recommended that they be drawn across and finely sprayed with water. The spray should dampen but not soak the velvet. The curtains should then be left to dry and under no circumstances to be touched during this period. When the curtains are dry most creases and marks will have come out and the pile should have lifted to reveal the richness and lustre of the velvet.

If initially cared for, the pile should continue to improve as the atmosphere lifts it. This process can continue for several months. Orders of velvet are protected by corrugated board. Despite this precaution, bruising can occur if the parcel is dropped or heavily crushed. If this occurs, it is recommended that the fabric be unrolled and laid on the table either flat or in gentle folds and left for several days. This procedure will allow the pile to 'breathe' and recover naturally. Any severe bruising can be removed by gentle steaming.

## **Yellowing**

Fumes and atmosphere in any room where tobacco is smoked will cause a yellow/brown stain on most fabrics. This is a particular problem in modern fabrics with a white or light background.

## **Lustrell® Vinyl Care**

Blot liquid spoils with a clean dry cloth. Wipe with clean cloth dampened with warm water. Clean using a proprietary brand leather cleaner or Lustrell branded Regular cleaner or Spot Cleaner. Do not use abrasive powder, detergent based or paste cleaners. Do not wet excessively. A soft bristle brush may be used to remove ingrained soil. Avoid scratching by gentle brushing. Wipe with a clean cloth dampened with water to remove residues. Dry in shade away from direct heat. Do not clean with hot water extraction machine. Do not clean with on-site dry-cleaning machine.



## **Bleach Cleaning/Disinfection**

Mix 5% of household bleach (sodium hypochlorite) with 95% water (One 250mL cup of household bleach in 5L of water). Pre-test cleaning method on a hidden part of the furniture. The bleach solution can remain on the vinyl surface for up to 10 minutes after which the bleach solution must be thoroughly rinsed. To rinse, wipe the surface several times with a cloth wet with clean cold water and allow to dry at room temperature. Furniture must be dry before being reused.

**WARNING:** Sodium hypochlorite bleach is corrosive. Avoid contact with the skin. Use PVC gloves and follow the safety instructions of the bleach manufacturer. Please also be mindful not to apply the bleach solution to the frame of the furniture or any floor coverings without further testing. When arranging your furniture take care to avoid contact with external walls or radiators. Annual professional cleaning recommended.

**WARNING:** Please note silicone-based cleaners should not be used

## **Leather Care**

Regular light surface cleaning of leather furniture is important to prevent daily dust, grime, perspiration and body oils from becoming ingrained and causing surface damage. Obviously, lighter colours may require more attention.

Keep your leather furniture at least 30cm away from any sources of heat. Prolonged exposure to heating vents or radiators will cause your leather to dry out, crack or harden.

Avoid placing your leather furniture in direct sunlight. All materials will fade with time when exposed to the sun's rays. Semi-Aniline and Aniline leathers are especially sensitive and must not be placed near windows or in the open air.

We recommend you do not allow any pets to come into contact with your leather upholstery as their claws may damage it. Animal saliva and other body fluids are highly aggressive. Also avoid letting buckles, studs, zips and jewellery come into direct contact with the leather surface.

Keep materials such as paint, insect sprays, newspaper ink, nail polish/removers, pen inks, plant food sprays, hair creams & gels, bleach, glue and household cleaners well away from your furniture. If you need to use these near your sofa, make sure you cover it first.

Avoid all products containing solvents or oils, as they could damage the surface of the leather.

**Medications:** If leather furniture is used constantly by individuals on some medications, extra care should be taken to protect leather surfaces from direct skin contact as the chemistry in these medications may react with and damage the leather finish. Headrest covers and arm protectors are advisable.

Dust weekly or use the soft brush attachment on your vacuum cleaner. Wipe clean using a soft damp cloth and Leather Soft Cleaner. Leather is particularly suited to people who are allergic to dust. Particles of dust are unable to penetrate leather and can easily be removed.

All leathers last longer when preventive maintenance is carried out. As a general rule, clean your furniture with Leather Soft Cleaner at least every six months to remove dirt as well as the gradual accumulation of body oils and perspiration.

For aniline and pigmented leathers, apply Leather Protection Cream to the surface of the leather to increase resistance to staining and prevent grime build up. Aniline leathers are highly absorbent and may require more frequent cleaning if they are subject to heavy usage. After cleaning, always re-apply Leather Protection Cream to renew the level of protection. Take special care to protect areas subject to heavy use such as armrests, seats and headrests.

DO NOT use care instructions on Nubuck or Suede leathers.

DO NOT use saddle soap, wax polishes or spray polishes. These can dry out the leather or add an unpleasant sticky surface which will attract daily grime.

DO NOT use any product or any method of cleaning not recommended by the manufacturer.

Note: Jeans and other non-colourfast clothing can cause colour or dye transfer which is not covered by guarantee.



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## Steel/Metal Products

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As a rule, cleaning should take place every three months. In areas where pollutants are more prevalent, such as beachfront premises and industrial areas, then a cleaning program should be carried out on a more frequent basis. This may vary depending on whether the item is in hygienic or aggressive situations.

### Internal

To keep your steel furniture looking at its best wipe over regularly with a clean cloth. For a thorough clean use a soft brush or cloth (nonabrasive) and a dilute solution of a mild detergent, e.g.; pH-neutral liquid hand dishwashing detergent in warm water (DO NOT use solvents) to remove dust, salt and other deposits; Ensure you thoroughly rinse the surfaces with clean fresh water after cleaning to remove all residues and dry with dry clean cloth.

### External

For exterior building installations clean the metal when it is dirty or as required. This may vary depending on whether the item is in hygienic or aggressive situations.

Carefully remove any loose surface deposits with a wet sponge; Use a soft brush or cloth (nonabrasive) and a dilute solution of a mild detergent in warm water (DO NOT use solvents) to remove dust, salt and other deposits.

Ensure you thoroughly rinse the surfaces with clean fresh water after cleaning to remove all residues and dry with dry clean cloth.

## Whiteboard Products

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- Standard Melamine surface (Non-magnetic) – Domestic (low usage)
- Enamel surface (Magnetic) – Domestic/Commercial (medium usage)
- Porcelain surface (Magnetic) – Schools/Conference/Training Centres (medium to high usage)

While most boards are designed to be “wall mounted” several sizes are also available as “mobile” boards. These are available in a “fixed” single or double-sided Whiteboard or “double-sided” pivoting Whiteboards.

If you are experiencing problems erasing marks from your whiteboard surface, here are a few tips that may help.

Make sure you are using the correct pen. A “dry wipe” Whiteboard pen is essential. If you have used the wrong pen (permanent ink) try writing over the permanent ink with a correct whiteboard pen. The solvents may “work against” each other to remove the offending ink.

Different colour pens display different erasing capabilities. This is because the ink in Green or Red pen is different to the ink in Black or Blue pen. Pen manufacturers use different ink sourced from various parts of the world.

The storage of these pens can impact cleaning requirements. If the pens have had a long shelf life or been stored upside down the “ink” in the pen may separate from the “solution” The result will be that you are writing on the whiteboard with concentrated “ink”. This of course will be more difficult to erase. It’s worth considering, that whiteboard markers are often the culprits of poor erasing. Make sure that your “Eraser” is clean. Replace your eraser often as it frequently causes smudges and grime to build up on your whiteboard.

Frequent cleaning of your whiteboard with a “Cleaning Fluid” available from most good resellers. These are designed to remove most permanent stains.

Leaving writing on the whiteboard for long periods of time is NOT recommended.

Whiteboards placed near “air conditioners” may experience difficulty in erasing. Gas and various vapours are emitted from air conditioners which in some cases, tend to “seal” the writing surface. Whiteboards used under strong fluorescent lights, may also experience difficulty in erasing. These lights emit UV (ultra violet) rays which can tend to “bake” the whiteboard pen strokes, making it harder to erase the whiteboard.



## 5. Warranties

<b>Student Chairs</b> Monoblock Plastic	20 years
<b>Office Seating</b>	10 years
<b>Chairs</b> Other	7 years
<b>Soft Seating</b> Ottomans	7 years
<b>Soft Seating</b> Lounges, Booths	7 years
<b>Office Desks / Workstations</b>	10 years
<b>Student Desks</b>	10 Years
<b>Tables</b> Steel Frame	10 years
<b>Tables</b> Other	10 years
<b>Cabinetry Products</b>	10 years
<b>Screens</b>	7 years
<b>Accessories</b>	7 years
<b>Products outside BFX range</b>	7 years

## Terms & Conditions

Where you are deemed to be a 'consumer' as defined by The Trade Practices Act 1974 (the Act), your rights' automatically form part of the contract between buyer and seller, and are called 'statutory rights'. The Act says 'statutory rights' apply to a 'consumer' who is a person or corporation who acquires any other type of goods or services costing less than \$40 000.

Any term, to the extent permitted by Law including all implied warranties and conditions are excluded except as provided in these Terms and Conditions and any terms which could be alleged to be a condition or terms of the contract and which does not form part of this warranty or is implied by legislation is expressly excluded and is to be disregarded.

As a 'consumer', you have the benefit of both 'statutory warranties' and any other warranties that are provided by BFX upon the purchase of your product. These Terms and Conditions provided by BFX are known as 'voluntary warranties'.

## Conditions and Exclusions:

- 1.** The warranty extends to the original customer or recipient of the product (in the case of acquisition as a gift or promotion) and it is not transferable.
- 2.** The warranty is effective from the date of purchase of the product.
- 3.** Original proof of purchase of the product or the receipt will be required for any warranty claim to be considered.
- 4.** BFX warrants your product against any manufacturing defect or faulty workmanship including full replacement on repair in part or whole as displayed on the product, subject to the following:
  - a.** If the defect or faulty workmanship prevents the product to be used for its normal, intended purpose.
  - b.** Any defect in workmanship, which at the time of purchase of the product ought to have been revealed to you by examination of the product.
  - c.** BFX does not have any liability or responsibility under this warranty where, caused by conditions beyond BFX's control including, but not limited to any cost, loss, misuse, neglect, accidents, attachment of accessories, not originating from BFX's, act of God, overloading beyond recommended capacity or other improper treatment of the product, including unusual use or abusive wear and tear leading to malfunction or damage or incorrect assembly or disassembly of fitment by the purchaser or any other third party.
  - d.** The manufacturer will make individual replacement parts available for purchase, for a period of 5 years.
  - e.** The warranty only applies for manufacturing faults, and does not cover components, which by their nature may reasonably require periodic replacement due to normal wear, degradation or consumption.
  - f.** The warranty does not extend to consequential or incidental damage, including but not limited to your existing furniture or environment or to any other person or property.
  - g.** It is your responsibility to maintain the product adequately and any components subject to wear through use or exposure to the elements and are inspected periodically and replaced with BFX parts as required.
  - h.** No warranty is provided for failures caused by inadequate maintenance nor non-compliance to fitting instructions supplied by BFX.

**5.** Subject to the limitations and exclusions below, BFX will remedy defects in material and workmanship during the warranty period, by:

- a.** Repairing or replacing the defective component (s) without charge for parts or labour to the original purchaser.

**6.** Warranty coverage is voided where alleged nonconformity is due to normal wear and tear, alteration, improper use, neglect or improper storage.

For any specific questions about the BFX warranty, please contact your BFX Consultant.

## 6. Recycling and Product Returns

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BFX are committed to enforcing a sustainable product stewardship program, under which all products manufactured by BFX can be returned at the customers expense for recycling at the end of the product life cycle. Please contact our Customer Support to obtain a take back service request and the best point of delivery on 1300 866 522

BFX Furniture will replace a product and impose a reasonable restocking fee where a product needs to be returned due to customer fault.

BFX Furniture will remove, at no cost to the customer and where BFX is at fault: BFX products it has oversupplied, incorrectly supplied, or delivered to an incorrect address.

## 7. Replacement Parts

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Please contact our Customer Support on 1300 866 522 between 8:00am - 5:00pm EST to order your replacement part. Please have original stock code noted on original proof of purchase.

## 8. How to obtain Warranty Service

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Please contact our Customer Support Team to obtain warranty service on 1300 866 522 between 8.00am to 5.00pm EST. Alternatively, contact your BFX Sales Consultant on the number listed on the original proof of purchase.