



OUTER  
SPACES

# PRODUCT CARE & WARRANTY

for your outdoor furniture from Outer Spaces by Synargy

# PRODUCT CARE & WARRANTY

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# CONGRATULATIONS

Congratulations on the purchase of your new Outdoor Furniture. Please take time to read our care instructions and warranty information.

Synargy was built on the desire to create furniture that fits your life, and that's our promise.

A clear vision, supported by a dynamic team, brings you furniture with enduring quality, design, comfort and style.

For decades Synargy has developed high quality furniture, built to the needs of its customers. Our aim is to raise standards through innovation, quality materials and ensuring consistency throughout the manufacturing process. Our design team is highly experienced at combining world class design with carefully chosen materials and components that are tested to the highest standards.

We deliver comfort, strength and durability that you can depend on.

Properly caring for your outdoor furniture will extend its life and enhance its beauty. While all our outdoor furniture products are built to withstand the elements, a little maintenance goes a long way to protect your investment.



# EXCEPTIONAL WARRANTY

OUR RIGOROUS QUALITY CONTROL ALLOWS SYNARGY TO STAND BEHIND OUR PRODUCTS.

3

year

structural  
warranty

2

year

mechanism  
warranty

2

year

wicker  
warranty

1

year

fabric/foam  
warranty

1

year

all other  
parts



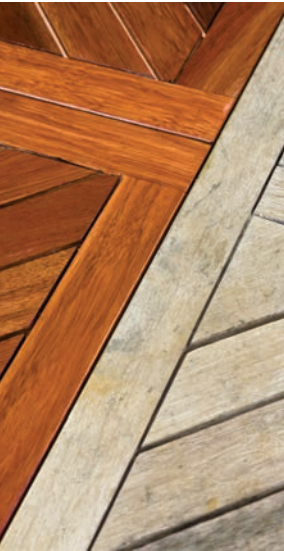
# CARE & MAINTENANCE BASICS

There are some strategies for all outdoor furniture that we recommend, regardless of the material.

- Protect outdoor furniture from constant direct sunlight and heat to prevent fading and drying out.
- Store your furniture and cushions in a dry covered area when not in use.
- **Do not use a water blaster to clean your furniture** as it can damage surfaces. Loose dust or dirt can be removed with a hose on a medium flow setting.
- Never use harsh chemicals or paint around your furniture.
- Always start with a light cleaning, sweeping surfaces as needed with a soft brush or cloth. Then assess if further care and cleaning is needed.
- When it comes to cleaning products for outdoor furniture, mild detergent is your friend. It will clean but not harm your furniture.
- For tougher stains and mildew, use water and white vinegar.
- Salt water, chlorine, sunscreens, and bird droppings should be cleaned off your furniture as soon as possible. They can be particularly damaging and cause permanent stains and corrosion.
- Allow furniture to dry completely before use or covering.



# TIMBER



Timber is a natural product which can expand and contract under different weather conditions. This may lead to micro fractures in the timber which is perfectly natural.

Regular cleaning:

- We recommend you tighten the screws in timber furniture regularly.
- Clean dust or dirt with a damp cloth, or soft brush, and mild detergent, like dishwash. Use cleaning products without silicone or ammonia products. These products contain properties that can create dryness in the timber that can eventually lead to cracking.
- Hose off any loose dirt or dust on a medium setting. **Do not use a water blaster.**
- Dry thoroughly.

Long-term maintenance needs of outdoor timber furniture primarily depend on the look you are after. Left untreated most timbers develop a natural silver weathered patina. This is not considered a warranty issue and does not affect the structural strength of the frame.

If you want to keep your timber looking closer to its original finish, this will require yearly maintenance. To restore the finish to its original state, lightly sand and apply a coat of timber oil, stain, or varnish.

You can make a simple polish by mixing 1 cup of olive oil with 1/4 cup white vinegar or purchase a timber oil from a hardware store. Pour it on a soft cloth and work it into the timber, wiping with the grain. Buff until shiny.



## WICKER



**Our outdoor wicker furniture combines the classic look of wicker with the highest quality man-made materials for durability.**

Hose off any loose dirt or dust on a medium setting. Do not use a water blaster. Use a soft bristle brush and a mild detergent to clean the wicker. An old toothbrush may be used for areas the soft brush can't reach.

Thoroughly rinse off all cleaning residue with a hose on a medium setting and allow to dry naturally outdoors.

## GLASS

**Wipe down with a soft dry cloth to remove any loose dirt or dust. Use a glass cleaner and a soft damp cloth to remove any remaining dirt or marks.**

Avoid using abrasive cleaners or coarse cleaning pads as these may scratch the surface. Both sides of glass tops may need to be cleaned to achieve a desirable finish.

Carefully remove the top from your furniture to clean the underside.

Avoid placing hot/cold items directly on the glass surface. Do not cover glass tops with a spray stone finish. This may result in marking to the finish.





## ROPE/BRAID, METAL, & CERAMIC

Remove any loose dust or dirt with a damp soft cloth.

A mild detergent and soft bristled brush can be used to remove more stubborn marks.

Thoroughly rinse off cleaning residue with a hose on a medium setting. Do not use abrasive cleaners or solvents to clean.



## FABRICS

To clean, wipe gently with a damp soft cloth and mild detergent. Maximum water temperature is 30 degrees. Use a soft bristle brush to lift any ingrained dirt or stains. Wipe clean with a damp soft cloth when finished cleaning.

Treat spills as soon as they occur. Do not dry clean, machine wash, tumble dry or bleach.

Although these fabrics have been treated to resist stains, it may become necessary over time to use commercially available cleaners; always follow the manufacturer's instructions.



# STAIN CLEANING CHART

This chart contains our recommended cleaning solutions for common stains.

For best results, always clean spills and stains as soon as they occur. Set-in stains may require professional cleaning. After cleaning with the below solutions, always rinse fabric thoroughly and allow to air dry.

Stain	Recommended Cleaning Solutions
Wine	Mix 1/4 cup dishwashing liquid, 1/3 cup white vinegar and 1/2 cup - 1 cup isopropyl alcohol or hydrogen peroxide per 4 litres of water
Mildew	Mix 1/4 cup dishwashing liquid and 1 cup bleach per 4 litres of water
Beer, Food colour, Urine, Vomit	Mix 1/4 cup dishwashing liquid and 1/3 cup white vinegar with 4 litres of water
Powdered drink/juice mix	Mix 1/4 cup dishwashing liquid per 4 litres of water and rinse thoroughly
Chocolate	Mix 1/4 cup dishwashing liquid and 1/2 cup hydrogen peroxide per 4 litres of water
Iron rust	Treat with a pre-mixed calcium, lime, rust cleaning solution and rinse thoroughly
Bird droppings, sauce and mustard, coffee, soda, egg, grape juice, milk, tea	Mix 1/4 cup dishwashing liquid with 4 litres of water

Stain	Recommended Cleaning Solutions
Butter, Grease, Oil, Paint, Salad dressing, Shoe polish, Sunscreen, Tomato juice	Apply cornstarch to the stain as an absorbent, re-move excess with a straight edge, clean up residual stain with a dishwashing liquid and water solution
Berries	Mix 1/4 cup dishwashing liquid and 1/2 cup - 1 cup white vinegar with 4 litres of water
Chewing gum	Dab the chewing gum with isopropyl alcohol. Wait 30 seconds then remove the gum. Clean any residual stain with 1/4 cup dishwashing liquid per 4 litres of water
Charcoal, Pencil marks	Vacuum residual material, then clean with 1/4 cup dishwashing liquid per 4 litres of water
Ink, Nail polish	Treat with volatile solvent (acetone 100%). Then clean with soap and water and rinse thoroughly
Blood (dried)	Mix 1/4 cup dishwashing liquid and 1/2 cup - 1 cup ammonia per 4 litres of water
Shoe polish (wax)	Carefully apply a low heat iron over a towel to soften. Apply cornstarch as an absorbent, remove excess with a straight edge, clean up any residual stain with dishwashing liquid and water
Wax (candle)	Carefully apply a low heat iron over a towel to soften. Treat with isopropyl alcohol. Then clean with 1/4 cup dishwashing liquid per 4 litres of water
Crayon	Dab the crayon with isopropyl alcohol. Wait 30 seconds then remove the excess. Clean any residual stain with 1/4 cup dish-washing liquid per 4 litres of water
Tree sap	Carefully apply solvent to soften and remove as much of the tree sap as possible. Repeat as necessary. Then clean with soap and water and rinse thoroughly to remove solvent

# WARRANTY

## ALL warranties detailed in this booklet:

- Only apply to furniture used for domestic purposes and only while the furniture and parts are cared for and cleaned in accordance with the instructions attached to your Synargy product.
- Do not extend to cover furniture which, in the opinion of Synargy, is worn by normal wear and tear, or has been damaged or rendered defective through misuse, abuse and negligence. If a furniture assessment identifies that damage is not a result of a manufacturing fault, Synargy reserves the right to charge for the assessment.
- Are issued only to the original purchaser or beneficiary.
- Synargy will bear the reasonable expenses of claiming the warranty, if in fact it is a warranty issue. Synargy always reserves the right to approve transportation charges prior to them being incurred.
- To receive the benefits of this warranty you must retain proof of purchase, which must clearly show the date. Please contact the retailer from whom you made your purchase.

# WARRANTY

3  
year

structural  
warranty

Please take care to lift furniture when moving it. Do not move tables by dragging them across the floor. Take care not to sit on arms or apply excessive weight to frames. A frame damaged because of force is not deemed a warranty issue.

Tempered glass is stronger than normal glass of the same thickness but can break when subject to thermal stress. We recommend the use of tablecloths and placemats, and to avoid placing hot or cold items directly on the glass.

Avoid rocking back on chairs as this will weaken the chair joints.

Synargy will, within 3 years of the original sale of this product, repair or replace, at its option, any part of the frame construction or manufacturing process which it deems to be defective in workmanship or materials.

2  
year

mechanism  
warranty

Synargy will, within 2 years of the original sale of this product, repair or replace, at its option, any part of a mechanism which it deems to be defective in workmanship or materials.

# WARRANTY

2  
year

wicker  
warranty

Synargy will, within 2 years of the original sale of this product, repair or replace, at its option, any wicker which it deems to be defective in workmanship or materials.

1  
year

fabric/foam  
warranty

Foams will always soften with use. Areas of greater use are likely to soften earlier than unused areas. As a result, the upholstery cover may show visible signs of being less taut, also known as “puddling”.

Synargy will, within 1 year of the original sale of this product, repair or replace, at its option, any fabric, foam or filling materials which it deems to be defective in workmanship or materials.

1  
year

all other  
parts

All parts not specifically warranted have a 1 year warranty against defective materials or workmanship.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Our goods come with guarantees that cannot be excluded under the New Zealand Consumer Guarantees Act. You are entitled to a replacement or refund for major failure or compensation for any other reasonably foreseeable loss or damage. You are also entitled to have goods repaired or replaced if the goods fail to be of acceptable quality and failure does not amount to a major failure.

The warranty set out in these terms and conditions is provided by:

**Australia**

Synargy Limited Partnership  
Unit 9/8 Navigator Place,  
Hendra, QLD 4011

Australia – Synargy Limited Partnership  
Email: [customercare@synargy.com](mailto:customercare@synargy.com)  
ABN 55 687 583 449

**New Zealand**

Synargy Corporation Ltd  
7 Henare Drive, Rolleston 7675,  
New Zealand

New Zealand – Synargy Corporation Ltd  
Email: [customerservice@synargy.com](mailto:customerservice@synargy.com)

Any warranty claims should be directed to the retailer where you purchased your furniture.

Visit our website for further product care and troubleshooting videos and resources



[www.synargy.com](http://www.synargy.com)



**Synargy**<sup>®</sup>  
Furniture that fits your life