

GUARANTEE EN PRODUCT CARE INFORMATION

Karongwe gives all customers a full 5 year quality guarantee covering materials and workmanship. It is important to understand the information in this document – it could affect your guarantee cover.

We base our guarantee on the following

Wood Used: We work only with selected hardwoods. The wood is selected based on application, durability, stability and finishing.

Construction: We make use of traditional and modern joining methods. The type of joining method is selected for optimal strength and durability of each piece made. Tops are joined using F-joints – drawer boxes using dovetail joints – chairs using mortise and tenon joints. We use class 3 wood glue for internal joining and class 4 wood glue for joining tops. Both class 3 and class 4 is water resistant glue.

Finishing: Special wood finishes selected for specific application, durability, quality and strength is applied. We offer Rubio Monocoat, Danish oil and Two Part clear lacquer as tried and tested wood finishes for indoor and outdoor applications – light and heavy duty usage.

Understanding Wood: Wood is a Natural Product

All wood is a product of nature. While each wood type grows best in specific conditions, nature provides differences which are critical to the growing soil and weather conditions will have their effect on grain patterns and colour.

The beauty of real wood is created by the infinite variation of grain, texture, and colour. This is especially true of hardwood; hardwoods are particularly noted for their variety in graining. It is the nature of hardwoods to have mineral streaks (light brown, dark brown, to black areas in the wood) and great variation in graining. Since the number of mineral streaks varies from board to board, you may notice differences between cabinets, doors, drawers, or even on the same panel. Mineral streaks or unusual graining are considered to be characteristic of natural wood and will not be considered to be a defect or reason for replacement. No special emphasis is made to select materials to match each other.

All colour characteristics of wood will change as it ages. This will gradually change the colour of the wood and stain. The amount and rate of the change will depend on many factors, including wood type, stain colour, and the amount of direct sunlight. In addition, exposure to smoke, chemicals, and man-made light may, over time, cause some materials to vary from their original colour.

While this softening of the colour is not noticeable day to day, it will make a difference over an extended period of time. This is why cabinets or accessories added at a later date may not exactly match previously installed cabinetry. For the same reason, door samples or displays may not represent the exact colour of products you receive.

Due to these natural and environmental factors, you will understand why Karongwe Furniture cannot be responsible for naturally occurring changes experienced by the wood in your solid wood products.

Care and Maintenance

We manufacture furniture for Indoor and Outdoor use. There is a difference in the type of finish applied for each and also in the care and maintenance of each.

Outdoor Furniture:

Outdoor furniture is sealed with Rubio Monocoat Hybrid wood protector. For more information please visit www.rubiomonocoat.co.za. Re-oiling will be necessary from time to time to prevent checking, warping and bending. The furniture piece needs to be oiled on all sides so that it can absorb and expel moisture equally.

Indoor Furniture:

If your furniture is sealed with Rubio Monocoat Oil plus 2C, re-oiling with RMC Universal Maintenance oil will be necessary from time to time depending on use and exposure to sunlight. For more information please visit www.rubiomonocoat.co.za

If your furniture is sealed with a clear lacquer it needs to be oiled and cleaned to maintain the natural lustre of the wood.

Guarantee Claim Procedure

- 1) Please report the problem directly to our head office and factory: info@karongwefurniture.co.za or phone 012-259-9900. Please quote your unique order number or invoice number.
- 2) Depending on the type of problem we may ask for photos to better understand. Please send this to info@karongwefurniture.co.za.
- 3) We may need to perform a site visit to inspect the furniture piece and find a solution.
- 4) We will repair or replace the component or furniture piece if it falls under our guarantee (please see below).

Acceptable Characteristics of Natural Wood Products

Natural wood products have certain characteristics that are acceptable and not defects.

Characteristic	Definition	Explanation and Prevention
Hairline Crack	A hairline surface crack not wider than 3mm that does not penetrate all the way through.	Sunlight and dry air are the main causes of hairline cracks. It can be managed by using the correct oiling and maintenance regime.
Colour and Colour Change	Colour refers to the natural colouration of the wood and its grain. Colour change is the change in colour in the wood from its original state.	We cannot guarantee the natural colour of wood. Colour is certain to vary between planks and items. Colour change is part of the aging of wood. Most woods will darken over time. If the wood is not oiled enough and exposed to direct sun – it will get sun burned and turn a silver grey.
Wood Movement	Wood shrinks and swells throughout the seasons. It will shrink when it dries out and swell when it has increased moisture. This can cause components to get too loose or too tight.	All our timber is kiln dried to a moisture content of between 8-12%. Our joining does allow for minimal movement. A drought or heavy rainy season may affect your products. This is temporary and will pass.
Minor Warping and Bending	This refers to the changing of the shape and dimensions of the wood product over time. It is caused by grain direction and climatic change.	Some warping and bending can be experienced over time. But this should be within reason.



KARONGWE RAREWOOD FURNITURE CC

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Unacceptable defects that may occur (Covered under Guarantee)

Although we try our very best to rule out these defects they do occur from time to time. In the unfortunate event that defects do occur we will assess the problem. Please refer to our guarantee claim procedure. In most instances we either repair or replace the component or product completely.

Unacceptable Defect	Definition	Solution
Crack	A crack is an opening in the wood all the way through – You can see through it. It is wider than 3mm.	The component will be repaired or replaced.
Broken Components	Component breaking under normal use.	The component will be repaired or replaced.
Broken Hardware	Hardware breaking under normal use. Including hinges, drawer runners, furniture connectors etc.	Hardware will be replaced.
Major Warping and Bending	If the wood bends or warps drastically to such an extent that the product is no longer suited for its purpose.	The component will be repaired or replaced.

Thank you for choosing Karongwe Furniture. Our product is our pride and our legacy. We trust that you will have many years of use from your new wooden furniture.

Dalain Roets – Director - Karongwe Furniture



www.karongwefurniture.co.za
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