



Furniture that fits your life

PRODUCT CARE & WARRANTY

Dining, Case Goods &
Bedroom Furniture



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CONGRATULATIONS

Congratulations on the purchase of your new Synargy 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.

CARE & MAINTENANCE BASICS

Whether you use your furniture daily, or only for special occasions, regular care will protect your investment and ensure you can enjoy it for years to come.

To extend the life of your furniture, avoid direct sunlight. All materials will fade over time if placed in direct sunlight. This may cause colour fade variations and is not considered a fault.

Direct heat contact from cooking dishes, tea pots and coffee mugs etc should be avoided. Hot items placed on surfaces can cause surface blemishes. Frozen items can cause a similar effect.

Pressure from sharp objects such as knives and ball point pens can cause unwanted marks. Always place something over the surface before using.



SOLID TIMBER & VENEER

- Wipe your furniture regularly with a damp cloth, then dry with a clean, lint-free cloth.
- Wipe up any spills immediately - if it leaves a stain, mix 1-part white vinegar in 2-parts soapy water and dab with a clean microfibre cloth. Dab in the direction of the grain and dry the surface.
- Use a diluted, timber-friendly detergent on any stubborn marks.
- Do not use harsh or abrasive chemicals, polishes, or sprays - this includes fingernail polish and remover, bleach, glue, and household cleaners.
- To repair small scratches on veneer, you can use a small amount of oil polish, and for solid wood, you can seal with matching varnish or paint. Always test a discrete area before you do this.
- Coasters and placemats protect the furniture's surface from moisture and heat – do not place hot drinks or plates directly on your furniture.
- Try to keep your furniture out of direct sunlight – this can cause colour fading and movement of the timber.



- Do not put your furniture directly in front of a heat source – on veneered furniture, this can cause the veneer to lift away, and cause solid timber to move.
- Solid timber is a changeable and natural material, so excess heat, cold and moisture will affect the timber and over time could cause bowing or hairline cracks.

LACQUER & LAMINATE

- Wipe your furniture regularly with a damp cloth, then dry with a clean, lint-free cloth.
- Use a diluted, mild detergent on any stubborn marks.
- Do not use harsh or abrasive chemicals, polishes, or sprays - this includes fingernail polish and remover, bleach, glue, and household cleaners.
- Wipe up any spills immediately.
- Lacquer can be scratched, so make sure everyone uses a placemat and be careful that jewellery does not scratch the surface.
- Wipe away finger marks with a soft microfibre cloth.
- To remove felt tip or biro pen marks, spray hairspray on the affected area and leave for a moment before wiping away. Test on an inconspicuous area first!

GLASS & CERAMIC



- Wipe away spills and finger marks with a clean, dry cloth.
- Polish with glass cleaner.
- Glass can scratch - Every day scratches are usually only visible in certain light and at certain angles. Be cautious with jewellery and sliding plates and use placemats as a protective layer.

CHROME

- Wipe your furniture regularly with a damp cloth, then dry with a clean, lint-free cloth.
- Use a diluted, mild detergent on any stubborn marks.
- Add a splash of white vinegar for an extra boost.

BRUSHED STAINLESS STEEL

- Using a diluted, mild detergent, wipe your furniture regularly with a damp cloth, then dry with a clean, lint-free cloth.
- For harder to remove marks, use window cleaner or 50:50 water and white vinegar spray.

MARBLE

- Marble furniture has been polished, but not sealed. If wiped up quickly, liquids will not stain the surface. However, if left for extended periods, liquids will penetrate the surface and may stain.



- If you are planning heavy use for the furniture, a stone sealer can be used for extra protection. Re-apply a sealant every six months, or at minimum once a year. When water stops beading on the surface, it is time for a fresh coat.
- Avoid acidic liquids (vinegar, citrus etc) as these will eat into the marble and dull the stone.
- Do not use harsh or abrasive chemicals, polishes, or sprays - this includes fingernail polish and remover, bleach, glue and household cleaners.
- Avoid placing hot or cold items directly on the marble surface.
- Clean regularly with warm water and a mild detergent using a soft cloth.
- Organic stains like coffee or juice will usually lift after placing a paper towel soaked in bleach over the spot for 24 hours. Oil and grease stains can be removed by combining acetone and baking soda to make a thick paste and again letting it sit on the stain for 24 hours. After the stain has cleared up, clean the marble surface as normal and re-apply sealant, as the acids used for cleaning will cause damage to the sealant.
- Keep sharp objects like knives away from the surface – these are particularly prone to scratches.

FABRIC

- Vacuum clean regularly using low suction and a soft brush accessory.
- Clean spills and stains as soon as possible. Gently scrape any excess material off and mop liquid from the surface of the fabric.

Do not scrub the area as this will create a noticeable difference in the texture of the fabric.

Gently dab the spill taking care not to saturate the fabric or filling with water or cleaning fluid.

- Apply fabric cleaners strictly according to the instructions. Always test cleaners on an inconspicuous area before using.
- Avoid placing your furniture in direct sunlight. All materials will fade over time from sustained exposure to direct sunlight.
- Be aware of sharp edges on clothing and accessories as these can damage your furniture.
- Keep pets off furniture. Claws can cause scratches and body oils from skin and fur can result in premature deterioration of the surface.



WARRANTIES

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 purchase date. Please contact the retailer from whom you made your purchase.
- Warranty claims must be reported in a timely manner. Additional damage resulting from delayed reporting or continued use is not covered by warranty.



**STRUCTURAL
WARRANTY**

Please take care to lift furniture when moving it. Do not move tables by dragging them across the floor. A frame damaged because of force is not deemed warranty. Synargy will, within 5 years of the original sale of this product, repair or replace, at its option, any part of the frame construction which it deems to be defective in workmanship or materials.



**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.

ALL OTHER PARTS: 1 YEAR WARRANTY 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
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

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

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