



Auscraft Furniture

AUSTRALIAN MADE · WEST GOSFORD NSW



DOCUMENT 03 · MAINTENANCE AND CARE

Maintenance and Care Guide

The long-form care manual for every Auscraft Furniture range and finish.

AUSCRAFTFURNITURE.COM.AU



W E L C O M E

How to care for your Auscraft Furniture

Thank you for choosing Auscraft Furniture. This Maintenance and Care Guide explains how to clean, inspect and care for your outdoor furniture so it performs at its best for years to come.

Auscraft Furniture builds picnic tables, outdoor dining sets, outdoor tables, benches, bar tables, metal-frame outdoor furniture and custom-made pieces, across four main product ranges:

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- | | |
|---------------------------------------|---|
| <i>I.</i>
Classic / Untreated Pine | A cost-effective option that works best in undercover, semi-protected or indoor-style settings. |
| <i>II.</i>
Heavy Duty Treated Pine | Stronger outdoor option; suited to exposed outdoor and commercial use. H3 arsenic-free treated pine for above-ground outdoor use. The exact timber specification is recorded on your quote or order confirmation. |
| <i>III.</i>
Premium Hardwood | Highest relative durability in our timber range; suited to long-term outdoor, commercial, hospitality, schools, councils and parks. Class 1 Australian hardwoods for above-ground outdoor use, including QLD Red Gum, QLD Spotted Gum, Red Ironbark, Grey Ironbark and Gympie Messmate, depending on availability and the specification confirmed at order. |
| <i>IV.</i>
Metal Frame furniture | Steel frame that may include a hardwood top or hardwood slats, depending on the product specification confirmed at order; suited to stronger commercial and outdoor use. |
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Outdoor furniture is not maintenance-free. Timber and metal coatings both respond to sun, rain, humidity, temperature and use. The care steps in this guide are designed to work with the materials and protect the finish you have chosen.

Scope of this guide. *This guide explains care and maintenance. For the full warranty terms, claim process, exclusions and Australian Consumer Law wording, please refer to the Auscraft Warranty Statement.*



THE MATERIAL

How outdoor timber behaves

Timber is a natural material. In ordinary outdoor use, you may see, and these are not, on their own, usually a manufacturing fault or structural defect within reasonable and expected limits:

- Resin and sap weep on the surface, particularly in the first few months
- Tannin bleed, brownish marks from natural compounds in the timber
- Leaching of natural compounds
- Colour variation between boards
- Fading, silvering or greying
- Surface weathering
- Surface checking, fine cracks along the grain
- Hairline cracks, end-grain splits, minor surface splits
- Minor movement, bowing, cupping or twisting
- Shrinkage and expansion with humidity and temperature
- Movement between boards, raised grain after rain, surface roughening
- Mould risk if left raw or poorly maintained
- Moisture absorption where a finish has worn or failed
- Coating wear, finish fading, paint cracking or peeling caused by exposure, heat or timber movement
- Oil, stain or varnish wearing with outdoor exposure
- Dark colours absorbing more heat than lighter colours and showing finish stress sooner in full sun

These are described as cosmetic characteristics of outdoor timber furniture. Where an issue affects structural integrity, safety or normal use, Auscraft Furniture will assess it separately. This does not limit your rights under the Australian Consumer Law.

Note on timber movement. *Minor timber movement, bowing, cupping or twisting can occur as part of natural timber behaviour. However, where movement is excessive and affects safety,*

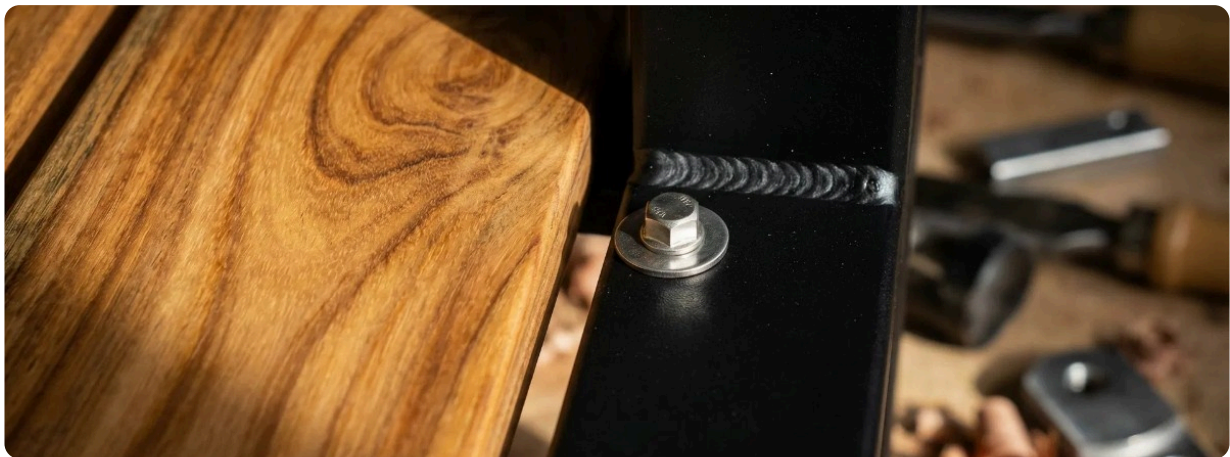


structural integrity or normal use, Auscraft Furniture will assess it separately. This does not limit your rights under the Australian Consumer Law.

A structural issue is different and will be assessed separately. Examples include a broken joint, a broken leg or seat under normal load, a frame that has come apart in normal use, joinery failure in normal use, weld failure on a metal frame, rust developing on the metal frame, extensive rot or corrosion affecting load-bearing parts, visible movement at structural connections, or excessive timber movement affecting safety, structural integrity or normal use. If you see anything that looks structural, please contact us.

THE MATERIAL

How outdoor metal behaves



Real timber and real metal, every piece is finished by hand in Australia.

Metal frames and metal coatings also weather and wear in normal outdoor use. You may see, and these are cosmetic, not on their own a manufacturing fault within reasonable and expected limits:

- Light surface oxidation on galvanised steel (a thin white film of zinc carbonate), a normal weathering of the zinc layer
- Cosmetic dulling or fading of powder coat colour over time
- Tea staining on stainless steel, a light brownish or amber surface discolouration from chloride exposure in coastal areas. It is a cosmetic surface effect, not the same as structural rust.
- Coating chips or scratches in normal use that can be touched up
- Coating wear at high-touch points (table edges, around fixings, at impact points)

Rust developing on the metal frame is different and will be assessed under the Metal Frame rust warranty, subject to the Auscraft Warranty Statement and the Metal Frame Furniture Care and Warranty Guide. Your rights under the Australian Consumer Law are not affected.



How your environment affects care

How often your furniture needs cleaning, inspection and recoating depends on where it sits and how it is used.

More frequent care is recommended where the product is placed in:

- Full sun, year-round (especially with no afternoon shade)
- Near water, pools, ponds, coastal, waterfront, salt-air or high-corrosion environments
- High humidity or heavy rainfall environments
- Under trees (sap, leaf litter, bird droppings)
- On damp ground, wet grass, or surfaces that hold pooled water
- Heavy commercial or high-use settings, such as busy cafés, breweries, parks, schools, councils, hospitality, outdoor venues
- Pieces with dark-coloured paints or dark powder coats in full sun

Less frequent care may be sufficient where the product is:

- Undercover or semi-protected outdoor
- Indoor-style or indoor use
- In a gentle climate

CARE BY PRODUCT RANGE



Routine cleaning with a soft cloth and mild soapy water. Regular cleaning is the first step in every care routine across all Auscraft ranges.

Classic / Untreated Pine

A cost-effective option that works best in undercover, semi-protected or indoor-style settings, with regular care. Can be used outdoors with care, but for harsh exposed, waterfront, heavy commercial or low-maintenance environments, Heavy Duty Treated Pine, Premium Hardwood or Metal Frame furniture are usually a better fit.

- Clean with mild soapy water regularly (typically every 3 months).
- Inspect carefully, top boards, board edges, end-grain, the underside, and around any fixings.
- Maintain the finish in line with the 6 to 12 month inspect-and-maintain framework below. Full coverage matters, including the underside, to keep moisture out of the timber.
- 1-year structural warranty.

See the Classic / Untreated Pine Care Guide for the full routine.



Heavy Duty Treated Pine

A stronger outdoor-use option than Classic / Untreated Pine, more suitable for exposed outdoor and commercial settings with regular care. H3 arsenic-free treated pine for above-ground outdoor use. The exact timber specification is recorded on your quote or order confirmation. Still a natural timber product and still needs maintenance.

- Clean with mild soapy water regularly.
- Inspect for any signs of paint or finish wear, especially on edges, top surfaces, end-grain and around fixings.
- Maintain the finish in line with the 6 to 12 month inspect-and-maintain framework below.
- 1-year structural warranty.

See the Heavy Duty Treated Pine Care Guide for the full routine.

Premium Hardwood

The highest relative durability range in our timber range, suited to long-term outdoor use including commercial, hospitality, schools, councils, parks and other high-use environments. Built from Class 1 Australian hardwoods for above-ground outdoor use, including QLD Red Gum, QLD Spotted Gum, Red Ironbark, Grey Ironbark and Gympie Messmate, depending on availability and the specification confirmed at order. Still a natural timber product.

- Clean with mild soapy water regularly.
- Inspect for any loose fixings; tighten gently if needed.
- Maintain the finish (most commonly oiled) in line with the 6 to 12 month inspect-and-maintain framework below.
- 3-year structural warranty.

See the Premium Hardwood Care Guide for the full routine.

Metal Frame furniture

Metal Frame furniture uses a steel frame and may include a hardwood top or hardwood slats, depending on the product specification confirmed at order. Suited to stronger commercial and outdoor use. For coastal, waterfront, salt-air or high-corrosion environments, 316 stainless steel is generally recommended, subject to the specification confirmed at order. Where a Metal Frame product includes hardwood components, those components follow the Premium Hardwood care framework. The metal frame and the hardwood top (where supplied) are cared for differently and warranted separately.

- **Metal frame:** clean occasionally; inspect for coating damage; touch up scratches, chips or peeling early. 1-year structural warranty + 2-year rust warranty on the metal frame in normal outdoor use, as defined in the Auscraft Warranty Statement.
- **Hardwood top / slats (where included in your product):** follow the Premium Hardwood framework. 3-year structural warranty on the hardwood top.

See the Metal Frame Furniture Care and Warranty Guide and the Premium Hardwood Care Guide for the full routine.

Finish maintenance, every 6 to 12 months

Across all four ranges, Auscraft Furniture's general recommendation is that **most finishes should be inspected regularly and maintained every 6 to 12 months**, depending on exposure and use. "Maintenance" can mean cleaning, light touch-up, or a full re-coat or re-oil, depending on what the finish needs at the time.



This cadence is a starting point, not a fixed rule. The right frequency for your piece may be earlier or later depending on:

- Whether the product is undercover, semi-protected, indoor-style or fully exposed
- Sun exposure, rain exposure and humidity
- Coastal or waterfront conditions
- Whether the product sits under trees, on damp ground or on poorly drained surfaces
- Commercial or high-use environments
- Colour choice, dark painted finishes and dark powder coats in full sun
- Finish or coating type
- The actual visible condition of the furniture when you look at it

Trust what you see. If the finish looks dull, chalky, lifted, peeling, or you can see bare timber underneath, it is time to maintain it, even if the calendar says otherwise.

A regular care routine helps protect the timber or metal underneath and helps keep the finish at its best. It is not, on its own, a guarantee that natural timber changes or coating wear will not appear.

SECTION 1

Timber finish care

Timber finishes are surface protection layers, paint, oil, stain, varnish, or no finish at all. They are maintained by cleaning, inspection and re-coating or re-oiling at the cadence above.

Painted timber

- The most common finish on Classic / Untreated Pine and Heavy Duty Treated Pine.
- Inspect every 6 to 12 months as above; re-coat earlier in fully exposed, coastal, humid or heavy commercial settings.
- Light colours show marks and surface dulling sooner; dark colours absorb more heat and may show finish stress sooner in full sun.
- Sand peeling or lifted paint, feather the edges, and re-coat with a quality outdoor-grade paint suited to timber furniture. Two coats is usually best.
- Pay attention to top surfaces, edges, board ends and the underside. Full coverage is what keeps moisture out.



Applying outdoor-grade paint to a freshly prepared Auscraft surface. Even coverage on edges, end-grain and the underside is what keeps moisture out of the timber.



Oiled timber

- The most common finish on Premium Hardwood.
- Re-oil when the surface looks dry, dull or has lost its slight sheen, typically every 6 to 12 months, with environment-based variance.
- Use a quality outdoor timber oil suited to the species; apply on a dry mild day; allow to absorb fully.



Wiping a freshly oiled Premium Hardwood top. Apply a quality outdoor timber oil on a dry, mild day, allow it to absorb, and wipe away any excess.

Stained timber

- Refresh the stain when the colour looks tired or worn, or bare timber starts to show.
- Surface preparation (light sand, wipe, dry) before re-staining helps the new finish bond.



Applying a wood stain to a Classic Pine top. Surface preparation (light sand, wipe, dry) before re-staining helps the new finish bond evenly.

Varnished timber

- Not recommended for full-sun outdoor use, sun and rain accelerate varnish breakdown.
- For undercover or indoor use, inspect annually and re-coat when the surface dulls or shows wear.



Brushing a quality outdoor coating onto a pine surface. Inspect annually, re-coat when the surface dulls or shows wear.



Light sanding hardwood with a random-orbit sander before re-oiling. Surface preparation removes weathered fibres, raised grain and surface contamination so the new finish bonds cleanly.

Raw / unfinished timber

Raw / unfinished products are supplied without an Auscraft-applied protective finish. *If you choose a raw / unfinished product, you are responsible for applying a suitable sealant, oil, paint, stain or other protective finish as soon as practical after delivery and before prolonged outdoor exposure.*

Raw timber is more exposed to moisture, UV, mould, staining, tannin bleed, surface checking, splitting, movement and weathering. The behaviour of raw timber varies by range:

- **Classic / Untreated Pine raw outdoors** carries a higher risk of moisture absorption, mould and accelerated weathering than treated or hardwood ranges. We recommend applying a suitable finish promptly.
- **Heavy Duty Treated Pine raw / unsealed** has more decay resistance than untreated pine, but it is still timber and is not maintenance-free, applying a finish is still recommended for appearance and longer service.
- **Premium Hardwood raw** is sometimes intentionally left to silver / grey over time as a natural design choice. The customer accepts the increased surface checking, colour change, weathering and maintenance responsibility that comes with this choice.

Raw is a finish choice with a higher level of customer responsibility, it is not a manufacturing defect. Issues caused or worsened by leaving raw timber unsealed or poorly maintained may affect or may limit the warranty cover available. **Your rights under the Australian Consumer Law are not affected.**

In all cases, inspect for structural issues at the same cadence as for finished pieces.



Custom timber finishes

- Where Auscraft Furniture has applied a custom finish, care follows the finish type used. If unsure, please refer to your quote or order confirmation, or contact us.

SECTION 2

Metal surface inspection and care

Metal surfaces are not maintained by re-coating on a calendar, they are maintained by **inspection, cleaning and touch-up** when coating damage appears. Metal-frame furniture is generally low maintenance day to day, but it benefits from a routine check every 6 to 12 months and more often in coastal, pool, humid or heavy-use settings.

Stainless steel

- Generally does not require special treatment in normal use.
- Clean occasionally with mild soapy water and a soft cloth.
- Avoid harsh chemicals, abrasive pads and chloride / bleach cleaners, they can damage the surface and increase the chance of tea staining.
- Inspect occasionally for surface contamination, loose fixings or damage.
- For coastal, waterfront, salt-air or high-corrosion environments, 316 stainless steel is generally recommended, subject to the specification confirmed at order. If you are unsure of the grade supplied, please refer to your quote or order confirmation, or contact us.
- In coastal, waterfront or salt-air settings, give the stainless steel a fresh-water rinse periodically to remove salt build-up.

Galvanised steel

- Hot dip galvanised steel has a sacrificial zinc layer that protects the steel underneath.
- Light surface oxidation (a thin white film) is normal weathering of the zinc layer and not a defect.
- Generally does not require routine coating maintenance if the coating is intact.
- Where the galvanise is scratched, chipped or damaged through to the steel, clean the area and apply a touch-up coating suitable for galvanised steel as soon as practical. This helps prevent rust developing. For larger damage, a qualified painter or coating professional should redo the affected area.

Painted / powder-coated steel

- Powder coating provides a coloured, weather-resistant surface.
- Generally low maintenance if the coating is intact.
- Clean occasionally with mild soapy water and a soft cloth.
- Avoid harsh chemicals, abrasive pads or solvents that can damage the coating.
- Inspect for chips, scratches, peeling or coating damage during routine inspections.
- Touch up coating damage early to help prevent rust developing on the metal underneath.
- For larger damage or repeated damage in the same spot, a qualified painter or coating professional should redo the affected area.
- Dark powder coat colours in full sun absorb more heat and can show coating stress sooner.
- In coastal, waterfront or salt-air environments, rinse salt / chloride off periodically.



Light sanding back to bare timber as part of a routine refinish. Sanding gently and feathering edges helps the new coating bond and reduces visible joints.

Coating damage and touch-up

When you see a scratch, chip or peeling area on the powder-coated or painted finish:

- 1 Clean the area with mild soapy water; let it dry.
- 2 Lightly sand the damaged edge so the new coating bonds.
- 3 Apply a touch-up coating suitable for outdoor steel furniture. Match the colour as closely as possible.
- 4 For larger damage or repeated damage in the same spot, consider a more thorough re-coat by a qualified painter or coating professional.

Touching up coating damage early helps prevent moisture reaching the metal underneath and supports a clear warranty assessment if an issue is later reported.

Rust, tea staining and surface contamination

- **Rust** is orange or brown corrosion on the metal frame. This is what the 2-year rust warranty addresses (subject to inspection and touch-up obligations). Report rust early.
- **Tea staining** is a light brownish or amber surface discolouration that can appear on stainless steel in coastal or chloride-exposed environments. It is a cosmetic surface effect on the passive layer of the stainless steel, not the same as structural rust. It can usually be cleaned away with a mild stainless-steel cleaner.
- **Surface contamination** is particles, dirt, or chemical residue on the metal. Clean off promptly; harsh chemicals should be rinsed.

See the Metal Frame Furniture Care and Warranty Guide for the full metal warranty position.
IF YOU NOTICE SOMETHING

What to do if you notice an issue

Early contact gives the best chance of a good outcome. If you notice any of the following, please get in touch:

- Paint peeling, lifting or flaking in patches
- End-grain splits that are widening over time



- Surface cracks deeper than a fingernail
- Dark patches, soft spots, or visible water pooling on or under the timber
- A board, leg, seat or fixing that has lifted, moved or come loose
- Joints that have opened up or visible movement at structural connections
- Rust spots on the metal frame
- Coating damage that is letting moisture reach the metal
- Anything that affects safety or normal use

Send us a few photos (see our Customer Photo Submission guidance in the Warranty Statement) and a short description, and we will work with you on the next step.

Cover, drainage and placement

- Use a breathable furniture cover when the piece is not in use for long periods, especially in full-sun, exposed or coastal conditions.
- Allow water to drain off, avoid leaving puddles on the surface.
- Place the furniture on a level, well-drained surface. Avoid setting timber directly onto wet grass, soil, or surfaces that hold pooled water.
- Where possible, lift the furniture slightly off damp ground using levellers or feet.
- For metal-frame pieces, avoid dragging the piece across rough surfaces, lift it instead.

Important reminders

- Outdoor furniture is **not** maintenance-free. Regular care is part of how it performs at its best.
- Care needs depend on your environment. Pieces in full sun, near water, in heavy commercial use, in dark paint colours, or in dark powder coats may need more frequent care than the standard cadence above. Pieces kept undercover or semi-protected may need less.
- Maintenance helps protect the finish. It does not, on its own, prevent natural timber changes or coating wear.
- Where lack of care has caused or worsened an issue, this **may affect or may limit** the warranty cover available, your rights under the Australian Consumer Law are not affected.
- Please contact us early if something does not look right. We would rather hear from you sooner than later.

Contact us

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