



Auscraft Furniture

DOCUMENT 07

CARE AND WARRANTY

Metal Frame Furniture Care and Warranty

Care and warranty for Auscraft Furniture's Metal Frame range. The metal frame and the hardwood top (where supplied) are looked after differently and warranted separately.



About Auscraft Furniture's metal-frame furniture



Auscraft Metal Frame outdoor dining setting, table with bench and matching seating, powder-coated frame with hardwood top.

Auscraft Furniture's Metal Frame furniture range uses a steel frame and may include a hardwood top or hardwood slats, depending on the product specification confirmed at order. The range includes:

- Metal Frame Picnic Tables
- Metal Frame Outdoor Tables
- Metal Frame Table & Bench Sets
- Metal Frame Benches
- Metal Frame Bar Tables
- Other metal-frame outdoor furniture products and custom-made pieces

Metal Frame furniture is designed for **stronger commercial and outdoor use**, parks, schools, councils, cafés, breweries, hospitality venues, public spaces and family outdoor areas that need a robust frame.

The metal frame and the hardwood top are looked after differently, and they are covered by different warranties. This guide explains both.

Scope. This guide summarises the care and warranty position for Metal Frame furniture. For the full warranty terms, claim process, exclusions and Australian Consumer Law wording, please refer to the Auscraft Warranty Statement.

At a glance

STRUCTURAL, METAL FRAME

1 year on the structural integrity of the metal frame



RUST, METAL FRAME 2 years on rust appearing on the metal frame in normal outdoor use, as defined in the Auscraft Warranty Statement

STRUCTURAL, HARDWOOD TOP / SLATS 3 years (Premium Hardwood range)

WARRANTY ASSESSMENT Takes into account whether the product has been used and cared for in accordance with this guide and, where hardwood components are included, the Premium Hardwood Care Guide

AUSTRALIAN CONSUMER LAW Your rights under the Australian Consumer Law are not excluded

For the full warranty position, see the Auscraft Warranty Statement.

WHAT "NORMAL OUTDOOR USE" MEANS

For the purposes of the rust warranty, "normal outdoor use" is defined in the Auscraft Warranty Statement. In summary, it means use in an environment reasonably suited to the product range, material and specification supplied, as recorded on your quote or order confirmation, with routine cleaning, inspection and care as described in this guide and, where hardwood components are included, the Premium Hardwood Care Guide.

Use in environments significantly harsher than the product range is suited to, or use without the routine care described in this guide, may affect or may limit the warranty cover available. Your rights under the Australian Consumer Law are not affected.



Metal types, quick orientation

Auscraft Furniture uses one or more of the following metal finish types, depending on the product and specification. The exact metal type and coating standard for your piece is recorded on your quote or order confirmation, please refer to that, or contact us if unsure.

STAINLESS STEEL

- Generally does not require special treatment in normal use.
- Should still be cleaned 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 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 use, *tea staining*, a light brownish or amber surface discolouration from chloride exposure, can appear on stainless surfaces. It is a cosmetic surface effect on the passive layer of the stainless steel, not the same as structural rust, and can usually be cleaned away with a mild stainless-steel cleaner. Rinsing the frame with fresh water periodically helps reduce the chance of tea staining appearing.

GALVANISED STEEL

- Hot dip galvanised steel has a sacrificial zinc layer that protects the steel underneath.
- The galvanise surface itself will weather over time; light surface oxidation (a thin white film) is normal and not a defect.
- Generally does not require routine coating maintenance if the coating is intact.
- If 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 than lighter colours and can show coating stress sooner.
- In coastal or salt-air environments, rinse salt / chloride off periodically.

The exact metal coating standard, grade and thickness for your piece is subject to the product specification confirmed at order. If you need this for tender or procurement reasons, please contact us.



How environments affect care

Inspect and maintain more often if the piece is in any of these settings:

- Coastal, waterfront or salt-air environments
- Pool or spa areas (chlorinated water can accelerate corrosion)
- High humidity or heavy rainfall
- Heavy commercial / high-use (cafés, breweries, parks, schools, councils, hospitality, outdoor venues)
- High-impact / public settings where scratches, chips and dragging are likely
- Dark powder coat colours in full sun
- Settings with regular chemical cleaning (kitchens, food prep areas)

Pieces in indoor or fully covered settings usually need less frequent attention.

Metal care routine, every 6 to 12 months

Auscraft Furniture’s general recommendation is to **inspect the metal frame every 6 to 12 months**, depending on exposure and use, plus an extra rinse / clean cycle in coastal, pool and heavy-use settings.

SETTING	INSPECTION CADENCE	NOTES
Indoor or fully covered	Annual	Minimal corrosion risk
Outdoor, semi-protected	Every 6 months	Typical wear
Outdoor, fully exposed	Every 3 to 6 months	UV affects colour; touch up coating damage promptly
Coastal / waterfront / salt-air	Every 1 to 3 months	Higher corrosion risk; rinse salt regularly; touch up coating damage promptly; 316 stainless recommended subject to the specification at order
Pool / spa area	Every 1 to 3 months	Where practical, reduce prolonged exposure to pool chemicals and rinse with fresh water more often
Heavy commercial / high-use	Every 1 to 3 months	Impact / scratch risk; planned touch-up

For each inspection:

- 1 Wipe the frame down with mild soapy water and a soft cloth; rinse and dry.
- 2 In coastal / pool settings, give the frame a fresh-water rinse more often than the inspection cadence above.



- 3 Inspect all surfaces, top, sides, joints, under the frame, around fixings.

- 4 Look for coating damage, scratches, chips, peeling, dulling, surface contamination or rust spots.

- 5 Tighten any loose fixings gently.

- 6 Touch up coating damage as soon as practical (see 'If the coating is damaged' below).



If the coating is damaged

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.

Hardwood top / slats, care framework

Where your Metal Frame product includes hardwood components, such as a hardwood top or hardwood slats, those components follow the **Premium Hardwood Care Guide** and the **Premium Hardwood warranty framework** (3-year structural).

In summary:

- Inspect and maintain the hardwood finish every 6 to 12 months, depending on exposure and use.
- More frequent care in harsh, fully exposed, coastal, humid, waterfront, under-tree, damp-ground, dark-colour or high-use environments. Less frequent care in undercover or protected areas.
- Hardwood is a natural material. In normal use you may see surface checking, minor splits, sap or resin weep, tannin bleed, fading, colour variation, silvering / greying, minor bowing, cupping or twisting, and weathering. These are cosmetic and not, on their own, usually a manufacturing fault or structural defect within reasonable and expected limits.

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.

For full hardwood care detail, see the Premium Hardwood Care Guide.

RAW / UNFINISHED HARDWOOD COMPONENTS

Where your Metal Frame product includes a raw / unfinished hardwood top or hardwood slats, the customer-responsibility position in the Premium Hardwood Care Guide applies. Raw / unfinished hardwood is supplied without an Auscraft-applied protective finish. If you choose a raw hardwood finish, you are responsible for applying a suitable protective finish as soon as practical after delivery and before prolonged outdoor exposure. Raw is a finish choice with a higher level of customer responsibility, not a defect. Issues caused or worsened by leaving raw hardwood unsealed or poorly maintained may affect or may limit the warranty cover available. Your rights under the Australian Consumer Law are not affected.



Warranty position in detail

METAL FRAME, 1-YEAR STRUCTURAL WARRANTY

Covers failure of the metal frame's load-bearing structure, joints, welds, leg integrity, frame integrity, in normal use, within 1 year of purchase.

METAL FRAME, 2-YEAR RUST WARRANTY

Covers rust appearing on the metal frame in normal outdoor use, within 2 years of purchase. The rust warranty is supported by routine inspection, cleaning and touch-up of visible coating damage as described in this guide. "Normal outdoor use" is defined in the Auscraft Warranty Statement.

Within reasonable and expected limits, the rust warranty does not apply where the rust is caused by any of the following:

- Surface scratches that cut through the coating to the metal
- Coating damage, chips or peeling from impact, drops or knocks
- Damage from misuse, vandalism or accidental impact
- Damage from dragging the furniture across rough surfaces, gravel or concrete
- Third-party modification, drilling, welding or repair
- Harsh chemical exposure (cleaning chemicals, fertilisers, solvents, paint stripper)
- Pool or chlorine exposure that has not been reasonably rinsed or managed
- Salt or chloride build-up that has not been cleaned off in coastal, waterfront, salt-air or pool / spa use
- Damage from grinders, welders or hot tools near the frame
- Failure to carry out reasonable inspection and touch-up care where visible coating damage has occurred, as described in this guide

The following are also not normally within the scope of the rust or structural warranty:

- Tea staining on stainless steel (cosmetic, not structural rust)
- Light surface oxidation on galvanised steel (the natural weathering of the zinc layer; not a defect)

Where an issue is genuinely caused by a manufacturing defect, rather than scratch, impact, misuse, third-party damage or inadequate care, Auscraft Furniture will assess it separately. Where structural integrity, safety or normal use is affected, Auscraft Furniture will also assess it separately. **In every case, your rights under the Australian Consumer Law are not affected.**

Lack of inspection or care may affect or may limit the warranty cover available, depending on the cause of the issue.

HARDWOOD TOP / SLATS, 3-YEAR STRUCTURAL WARRANTY

Follows the Premium Hardwood framework. See the Premium Hardwood Care Guide and the Auscraft Warranty Statement for the full position.



What is structural, and what to do about it

A structural issue is different and will be assessed separately. Examples include:

- Frame joints opening up
- Weld failure
- A leg or frame member coming apart under normal load
- A broken hardwood slat or board under normal load
- Rust developing on the metal frame
- Extensive rot or corrosion affecting load-bearing parts
- Excessive timber movement (bowing, cupping or twisting) that affects safety, structural integrity or normal use

If you see anything that looks structural, please contact us. We will assess it separately. **Your rights under the Australian Consumer Law are not affected.**

Customer Photo Submission, for a metal-specific concern

If you are reporting a rust or coating concern, please send:

- A close-up of the rust spot or coating damage
- A wider shot showing the area on the frame
- A photo of the underside or hidden surfaces of the frame
- A photo of the environment (coastal? under cover? near a pool?)
- A note about your cleaning routine and any recent damage events

This helps us assess the issue alongside the warranty and ACL rights.

Cover, placement and use

- A breathable furniture cover helps reduce UV, rain and salt exposure when the piece is not in use for long periods.
- Place the piece on a level, well-drained surface.
- Avoid dragging the piece across rough surfaces, lift it instead.
- In coastal or pool areas, plan for the extra rinse and inspection cadence described above.

CONTACT US

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