



Auscraft Furniture

MADE IN AUSTRALIA



DOCUMENT 06 · RANGE CARE

Premium Hardwood Care Guide

Class 1 Australian hardwoods for above-ground outdoor use. Highest relative durability and longest expected outdoor life.



ABOUT THIS RANGE

About Premium Hardwood

Premium Hardwood is Auscraft Furniture's highest relative durability and longest expected outdoor life timber range, when properly maintained. It is 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. Please refer to your quote or order confirmation for the species supplied.

The range includes picnic tables, outdoor dining sets, outdoor tables, benches, bar tables and custom-made pieces. It is the range we recommend for long-term outdoor use, including commercial, hospitality, schools, councils, parks and other high-use environments.

Premium Hardwood is the strongest and longest-lasting timber range Auscraft Furniture offers. It is still a natural timber product. Hardwood is more forgiving than pine in harsh conditions, but it still benefits from regular inspection and finish maintenance.

BEST SUITED TO

- Restaurants, hotels, cafés, breweries and high-traffic commercial venues
- Parks, schools, councils and public outdoor spaces
- Family outdoor areas in coastal, waterfront or harsh climates
- Buyers who want the longest expected outdoor life of the timber range
- Tender / government / hospitality specifications that call for Class 1 hardwood for above-ground outdoor use (where the supplied species qualifies)

A BETTER FIT MAY BE AVAILABLE FOR

- Lower-budget projects in undercover areas where our Classic / Untreated Pine range would do the job at a lower price

Premium Hardwood is also the framework used for the hardwood top or hardwood slats on Auscraft Metal Frame furniture. If you have a metal-frame piece, please also read the Metal Frame Furniture Care and Warranty Guide.



FINISH TYPES

Finish types and what to do for each

OILED FINISH, THE MOST COMMON PREMIUM HARDWOOD FINISH



Oiling a Premium Hardwood top. Apply a quality outdoor timber oil suited to Australian hardwoods on a dry, mild day; wipe away excess after the recommended absorption time.

- The natural look that most customers choose for hardwood.
- Use a quality outdoor timber oil suited to Australian hardwoods.
- Apply on a dry, mild day; allow the oil to absorb fully before use.
- Wipe away excess after the recommended absorption time (refer to the oil manufacturer's directions).
- Two coats is usually best for the first treatment.
- Re-oil when the surface looks dry, dull, or has lost its slight sheen.

STAINED FINISH

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



Light sanding a Premium Hardwood surface back to clean timber before re-oiling or re-staining. A gentle pass with a random-orbit sander prepares the surface for the new finish to bond.

RAW / UNFINISHED

Raw products are supplied without an Auscraft-applied protective finish. *Premium Hardwood may be intentionally left raw / unfinished as a finish choice; many customers like the silvered / weathered patina that develops over time.*

If you choose a raw / unfinished Premium Hardwood product, you are responsible for understanding and accepting the higher level of customer responsibility that comes with that finish choice:

- Hardwood left unfinished outdoors will silver / grey over time, a natural and accepted look chosen by many customers.
- The timber will still weather, surface-check, split a little at end-grain, show tannin bleed in the early months and move with humidity. These are natural characteristics, not defects.
- Cleaning and inspection are still required at the recommended cadence.
- Customer responsibility for the appearance, weathering and ongoing care of a raw hardwood piece is higher than for an oiled or sealed piece.



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.**

If you prefer to keep the original colour or reduce surface checking and weathering, choose an oiled or stained finish at order.

VARNISHED FINISH

- Less common on hardwood and not recommended for full-sun outdoor use.
- For undercover or indoor use, inspect annually and re-coat when the surface dulls or shows wear.

CUSTOM FINISH

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



THE CADENCE

Finish maintenance, every 6 to 12 months

Auscraft Furniture’s general recommendation is to **inspect and maintain the finish on your Premium Hardwood furniture 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.

Products in harsh, fully exposed, coastal, humid or high-use environments may need more frequent care. *Products kept undercover or in protected areas may need less frequent maintenance.*

Indoor / fully covered

Annual inspection; re-oil or re-coat only when the finish shows wear

Semi-protected outdoor

Inspect every 6 to 12 months; re-oil or re-coat when the surface dulls

Open outdoor area

Inspect every 6 months; re-oil or re-coat at 6 to 12 months

Full-sun, exposed

Inspect every 3 to 6 months; re-oil or re-coat earlier than the standard cadence

Coastal / waterfront / under trees / damp ground

Inspect every 3 months; clean and re-oil earlier than the standard cadence

Heavy commercial / high-use

Inspect every 3 months; plan re-oils to a schedule, not just on appearance

Trust what you see. If the finish looks dry, dull or has lost its slight sheen, it is time to maintain it, even if the calendar says otherwise.



NORMAL CHARACTERISTICS

Natural timber behaviours, what is normal

Hardwood is a natural material. In normal 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, hardwoods can produce strong tannin bleed in the early months, especially after rain
- Colour variation between boards (often significant in hardwoods)
- Fading, silvering or greying of the surface
- Surface weathering, surface checking (hardwoods can check more visibly than pine due to denser 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, roughening of the surface
- Coating wear, finish fading, paint cracking or peeling (where applicable) caused by exposure, heat or timber movement

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.*



STRUCTURAL AND ENVIRONMENT

What is structural, and what to do about it

Structural issues are different from cosmetic timber behaviour and will be assessed separately. Examples include:

- A broken leg, board or seat under normal load
- A frame that has come apart in normal use
- Joinery failure in normal use
- Extensive rot affecting load-bearing parts
- Visible movement at structural connections
- Excessive timber movement affecting safety, structural integrity or normal use

If you see anything that looks structural, please get in touch. Your rights under the Australian Consumer Law are not affected.

Environment factors, when to do more

Plan for more frequent inspection and care if your piece is in any of these settings:

- Full sun, year-round
- Coastal, waterfront, salt-air or high-corrosion environments
- High humidity or heavy rainfall
- Under trees (sap, leaf litter, bird droppings)
- On damp ground or poorly drained surfaces
- Heavy commercial / high-use settings (cafés, breweries, parks, schools, councils, hospitality)
- Dark-coloured stains or oils in full sun (dark colours absorb more heat)



COMMERCIAL USE

Commercial, hospitality, council and school guidance

Premium Hardwood is widely specified for tender-grade, council and hospitality work. A few practical points for commercial buyers and operators:

- Build inspection and maintenance into the venue's regular operations schedule. Quarterly inspection is a common standard.
- Document cleaning, inspection and re-oiling events in a maintenance log. This is useful for warranty, insurance and procurement audit discussions.
- Watch for impact damage at edges, around legs and around fixings, hardwood is tougher than pine but not indestructible.
- For specifications that call for treatment classes or species, please refer to your quote or order confirmation, or contact us, exact species, class and durability rating may vary depending on supply.

Warranty in brief

- Structural warranty: *3 years* on the structural integrity of the product.
- Finish performance depends on exposure, colour, environment, use and ongoing care. Finishes are surface protection layers and require inspection and maintenance over time. Finish wear, fading, cracking, peeling or coating breakdown caused by exposure, weathering, timber movement or lack of maintenance is not normally treated as a separate structural warranty issue.
- Where you have chosen a raw / unfinished product (including the intentional silvered look), please refer to the Raw / unfinished section above for the customer-responsibility position.
- 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.

If your piece is a Metal Frame furniture product that includes a hardwood top or hardwood slats, the metal frame is covered by its own warranty (1 year structural + 2



years rust on the metal frame in normal outdoor use, as defined in the Auscraft Warranty Statement), see the Metal Frame Furniture Care and Warranty Guide. The hardwood top or slats follow the 3-year structural framework described here.

For the full warranty position, please refer to the Auscraft Warranty Statement.

COVER, DRAINAGE AND PLACEMENT

- Use a breathable furniture cover when the piece is not in use for long periods, especially in exposed, coastal, salt-air or full-sun areas.
- Allow water to drain off, avoid leaving puddles on the surface.
- Place the piece on a level, well-drained surface. Avoid wet grass, soil, or surfaces that hold pooled water.
- Where possible, lift the piece slightly off damp ground with levellers or feet.

CONTACT US

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