



Auscraft Furniture

DOCUMENT 08

AT A GLANCE

Product Warranty by Range

A one-page comparison of warranty cover, recommended use and expected maintenance across Auscraft Furniture's four main product ranges.



Auscraft Furniture product ranges at a glance

This comparison applies to Auscraft Furniture across all product types, picnic tables, outdoor dining sets, outdoor tables, benches, bar tables, metal-frame outdoor furniture and custom-made pieces, in each of our four main product ranges.

Summary only. For the full warranty terms, claim process, exclusions and Australian Consumer Law wording, please refer to the Auscraft Warranty Statement.



	CLASSIC / UNTREATED PINE	HEAVY DUTY TREATED PINE	PREMIUM HARDWOOD	METAL FRAME FURNITURE
POSITIONING	Cost-effective	Stronger outdoor option	Highest durability	Steel frame + hardwood top (where included)
BEST FOR	A cost-effective option that works best in undercover, semi-protected or indoor-style settings, with regular care. Can be used outdoors with care.	Exposed outdoor and commercial use, with regular care. A stronger pine option than Classic / Untreated Pine.	Long-term outdoor use, including commercial, hospitality, schools, councils, parks and other high-use environments.	Stronger commercial and outdoor use, parks, schools, councils, cafés, breweries, hospitality and outdoor venues. Hardwood top, where included, follows Premium Hardwood.
A BETTER FIT MAY BE AVAILABLE FOR	Harsh exposed, waterfront, heavy commercial or low-maintenance environments, consider Heavy Duty Treated Pine, Premium Hardwood or Metal Frame furniture.	Indoor formal dining (the treated timber and outdoor finishes are built for outdoor use).	Lower-budget projects in undercover areas where Classic / Untreated Pine would be appropriate.	Indoor formal dining (where a fully timber piece may be preferred); settings where no inspection or coating touch-up routine is possible.
TYPICAL MATERIAL	Australian pine	H3 arsenic-free treated pine for above-ground outdoor use. The exact timber specification is recorded on your quote or order confirmation.	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.	Steel frame (stainless, galvanised, or painted / powder-coated, depending on the specification confirmed at order) + hardwood top or slats where included. For coastal, waterfront, salt-air or high-corrosion environments, 316 stainless steel is generally recommended, subject to the specification confirmed at order.
STRUCTURAL WARRANTY	1 year on structural integrity	1 year on structural integrity	3 years on structural integrity	1 year on the metal frame structural integrity; 3 years on the hardwood top or slats where included in your product (Premium Hardwood framework)
ADDITIONAL COVER	.	.	.	2 years rust warranty on the metal frame in normal outdoor use, as defined in the Auscraft Warranty Statement
TYPICAL FINISH	Painted (range of colours), stained or raw	Painted, oiled, stained or raw	Oiled (most common), stained or raw	Metal: powder-coated, galvanised or stainless. Hardwood top (where included): oiled (most common), stained or raw.
FINISH MAINTENANCE	Inspect and maintain every 6 to 12 months, depending on exposure and use	Inspect and maintain every 6 to 12 months, depending on exposure and use	Inspect and maintain every 6 to 12 months, depending on exposure and use	Metal: inspect every 6 to 12 months and touch up coating damage. Hardwood top (where included): inspect and maintain every 6 to 12 months.



MORE FREQUENT CARE NEEDED IN	Full sun, coastal, waterfront, humid, under trees, damp ground, heavy commercial, dark paint colours in full sun	Same as Classic / Untreated Pine, plus heavy commercial / high-traffic use	Same as Classic / Untreated Pine and HD Treated Pine; commercial and high-use settings benefit from a planned care schedule	Coastal, waterfront, pool / spa areas, heavy commercial, high-impact public settings, dark powder coat in full sun
RELATIVE DURABILITY WITH CARE	A practical option in undercover or semi-protected settings, with regular care	Greater outdoor durability than Classic / Untreated Pine with regular care	Highest relative durability in our timber range	Strong relative durability, combination of robust frame and Premium Hardwood top, where included
PRICE POINT	Entry-level / cost-effective	Mid-range	Premium	Premium / commercial
INDICATIVE USE CASES	Family picnic tables in covered areas; indoor dining; light commercial in undercover settings	Outdoor cafés, breweries, parks, schools, councils, community venues; family backyards without a covered area, with maintenance	Restaurants, hotels, breweries, parks, schools, councils, hospitality and commercial venues; family use in coastal or harsh climates	Parks, schools, councils, breweries, cafés, hospitality, public outdoor spaces; commercial venues that need a stronger frame

Finish maintenance, every 6 to 12 months

Auscraft Furniture's general recommendation is that most finishes, painted, oiled, stained, varnished, raw, powder-coated, galvanised or stainless, 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.

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.

This cadence is a starting point, not a guarantee. Care does not on its own prevent natural timber changes or coating wear.

What this comparison does not change

Whichever product range you choose, your rights under the Australian Consumer Law apply. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. This page sets out our manufacturer's warranty alongside those rights.

The exact specification of your product (timber species, treatment class, metal grade, coating standard) is recorded on your quote or order confirmation. Please refer to your order documents for the specification supplied.

How to choose

If you are buying for a fully exposed, waterfront, heavy commercial or low-maintenance setting, we generally recommend Heavy Duty Treated Pine, Premium Hardwood or Metal Frame furniture. Classic / Untreated Pine is a sensible cost-effective option for undercover, semi-protected or indoor-style use, when you are happy to inspect and maintain the finish at the recommended cadence.

Our **Product Selection Guide** has a more detailed view of when each range works best.

Important notes about timber and metal

Outdoor furniture is made from natural materials. In normal use you may see:

- **Timber:** minor movement, bowing, cupping or twisting, surface checking, hairline cracks, minor splits, sap or resin weep, tannin bleed, leaching, colour variation, fading, silvering or greying, weathering, shrinkage, expansion, raised grain, roughening, and coating wear.
- **Metal:** light surface oxidation on galvanised steel (the natural weathering of the zinc layer), cosmetic dulling or fading of powder coat, tea staining on stainless steel (a light brownish or amber chloride surface staining, not structural rust), and coating wear at high-touch points.

These are cosmetic characteristics, they are 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.

A structural issue is different and will be assessed separately, for example, a broken leg, board or slat under normal load, a frame that has come apart, joinery failure in normal use, weld failure on a metal frame, rust developing on the metal frame, or extensive rot affecting load-bearing parts. If you see something that looks structural, please contact us.

Outdoor furniture is **not** maintenance-free. Where lack of care has caused or worsened an issue, this **may affect or may limit** the cover available under our Warranty Statement, your rights under the Australian Consumer Law are not affected. Care guidance for each range is set out in our **Auscraft Maintenance and Care Guide**, and (for metal-frame furniture) the **Metal Frame Furniture Care and Warranty Guide**. The full warranty terms, including the definition of “normal outdoor use”, how your quote or order confirmation records the supplied specification, key exclusions and the claim process, are in the **Auscraft Warranty Statement**.

Raw / unfinished products. 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. 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. See the range-specific Care Guide and the Auscraft Warranty Statement for the full position.

CONTACT US

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