



Auscraft Furniture

MADE IN AUSTRALIA

WELCOME GUIDE

DOCUMENT 02 · QUICK CARE GUIDE

Welcome to your Auscraft Furniture.

A short, plain-language welcome guide sent with every Auscraft Furniture order confirmation.

AUSCRAFTFURNITURE.COM.AU



W E L C O M E

Welcome to your Auscraft Furniture

Thank you for choosing Auscraft Furniture. Your new piece, whether it is a picnic table, an outdoor dining set, an outdoor table, a bench, a bar table, a metal-frame piece, or a custom-made design, is built in Australia from real materials. It is designed to perform well over time when cared for properly.

This is a quick overview. For full detail, see:

- The **Auscraft Maintenance and Care Guide**
- The **range-specific Care Guide** for your product (Classic / Untreated Pine, Heavy Duty Treated Pine, Premium Hardwood, or Metal Frame)
- The **Auscraft Warranty Statement**

WHAT YOU HAVE PURCHASED

Auscraft Furniture is built across four main ranges. The range you purchased is recorded on your quote or order confirmation. The corresponding Care Guide is attached or linked in your order email.

I. A cost-effective option that works best in undercover, semi-protected or indoor-style settings.

Classic /
Untreated
Pine

II. Stronger outdoor option; suited to exposed outdoor and commercial use. Uses H3 arsenic-free treated pine for above-ground outdoor use. The exact timber specification is recorded on your quote or order confirmation.

Heavy Duty
Treated Pine

III. 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.

Premium
Hardwood



IV.

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. For coastal, waterfront, salt-air or high-corrosion environments, 316 stainless steel is generally recommended, subject to the specification confirmed at order.



UNDERSTANDING THE MATERIAL

A natural material

Timber is a natural product. Outdoors, it responds to sun, rain, humidity and temperature. Some natural movement and surface change is part of how real timber behaves.

You may see, over time:

- Resin or sap weep on the surface, particularly in the first few months
 - Tannin bleed, brownish marks from natural compounds in the timber, especially early on
 - Slight colour variation between boards
 - Fading, silvering or greying
 - Surface weathering
 - Surface checking, fine cracks along the grain
 - Hairline cracks; minor end-grain splits or surface splits
 - Minor bowing, cupping or twisting, particularly in longer boards
 - Slight movement, shrinkage or expansion with seasons
 - Raised grain or roughening of the surface after rain
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These are cosmetic. They are normal characteristics of outdoor timber furniture and 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 joint, a broken leg or seat under normal load, a frame that has come apart in normal use, joinery failure in normal use, visible rot in load-bearing parts, or excessive timber movement affecting safety, structural integrity or normal use. If you see anything that looks structural, please get in touch.



METAL - FRAME FURNITURE

Metal-frame furniture

If your Metal Frame product includes hardwood components, such as a hardwood top or hardwood slats, the metal and the hardwood are looked after differently.

METAL FRAME

Generally low maintenance. Clean occasionally; inspect for coating damage; touch up scratches or chips early to help prevent rust.

HARDWOOD TOP / SLATS

Where included in your product, follow the Premium Hardwood care framework.

See the Metal Frame Furniture Care and Warranty Guide for the full metal routine, and the Premium Hardwood Care Guide for the hardwood components.

HOW YOUR ENVIRONMENT MATTERS

How often you need to clean, inspect and maintain your furniture depends on where it sits. You will need to look after it more often if it is placed in:

- Full sun, year-round
- Coastal, waterfront, salt-air or high-corrosion environments
- Under trees (sap, leaf litter, bird droppings affect the finish)
- High humidity or heavy rainfall
- On damp ground or surfaces that hold pooled water
- Heavy commercial or high-use settings, such as busy cafés, breweries, parks, schools, councils, outdoor venues



- Pieces with dark-coloured paints or dark coatings in full sun. Darker colours absorb more heat and can show movement, cracking or finish stress sooner
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Pieces kept undercover, in a semi-protected outdoor area, or used indoors usually need less frequent attention.



QUARTERLY CHECK

A simple seasonal routine

Around every 3 months, or each season change, do this 10-minute check:

- 1 Wipe the furniture down with mild soapy water and a soft brush.

- 2 Rinse with clean water and let it dry naturally.

- 3 Look over the joinery and the underside; tighten any loose fixings gently.

- 4 Inspect the finish on the top boards, the edges, the ends of the boards, and the underside. For metal-frame pieces, inspect the coating too. Look for chips, scratches or rust spots.

- 5 Note anything that looks unusual and take a photo if you would like to check with us.

In more exposed or heavy-use settings, plan for these checks more often than every 3 months.



LOOKING AFTER THE FINISH

Finish maintenance

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, a light touch-up or a full re-coat or re-oil, depending on what your finish needs when you look at it.

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.*

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 it has been less than 6 months. A regular care routine helps protect the timber or metal underneath. It does not, on its own, guarantee that natural timber changes or coating wear will not appear.

A FEW SIMPLE TIPS

- Use a breathable furniture cover when the piece is not in use for long periods, especially in exposed, coastal or full-sun areas.
- Place the piece on a level, well-drained surface. Avoid wet grass or pooled water.
- Wipe up spills and standing water rather than letting them pool.
- Avoid harsh chemical cleaners and high-pressure water jets. They can damage the finish and lift the timber surface or the coating on a metal frame.
- For metal-frame pieces in coastal or pool areas, rinse salt or chemicals off periodically.



CUSTOMER RESPONSIBILITY

Raw / unfinished products

If you have chosen a raw / unfinished finish, your product was 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.

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 SOMETHING DOES NOT LOOK RIGHT

Get in touch early. A few clear photos and a short note are usually enough for us to assist:

- A close-up of the area you are worried about
- A full view of the piece
- A view of the underside
- The general environment where the furniture lives
- The date the photo was taken, if you can



YOUR RIGHTS AND OUR CONTACT

Your rights

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. These care notes are here to help you look after your furniture; they do not limit those rights.

Where lack of care has caused or worsened an issue, this **may affect or may limit** the warranty cover available. Your Australian Consumer Law rights are not affected.



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