

KE-ZU Care & Maintenance

Thank you for purchasing our products.

By law, we are obliged to provide a 12 months warranty on our products. Our suppliers all offer this or more to us. Some specific projects require more than the standard 12 months warranty. Requests for extended warranties are to be directed to KE-ZU management who will in turn seek to secure confirmation of the extended warranty from the manufacturer. In the unusual event of a claim, we have found our suppliers typically back up their product 100%.

For all GECA certified products, KE-ZU provide an up to 10 years warranty on their products to be free of manufacturing defects or faults from date of delivery. This warranty excludes damage due to normal wear and tear, abuse or misuse of the product or use for other than it's intended purpose.

—

Help and Contact Details:
Brendan Phillips – Service Manager
E : service@kezu.com.au
P : 02 9669 1788

WARRANTY

AICHI warrants to Distributor that all Products and the Parts supplied under this Agreement will comply with AICHI's existing standards and specifications. In the event Distributor's reasonable standards and/or specifications vary from those of AICHI, the parties shall consult each other and reasonably agree on any such standards and/or specifications for the Products and the Parts.

AICHI further warrants that, subject to the following conditions, the Products and the Parts are free from defects in material and workmanship under normal use for such years after their delivery to Distributor from AICHI as described in Exhibit VIII attached hereto.

This warranty shall be subject to the condition that Distributor shall notify AICHI of any defects of the Products and/or the Parts in writing within ten (10) days after Distributor is aware of such defects of the Products and/or the Parts.

The foregoing warranty does not cover:

- (1) Damage resulting from neglect, abuse, accident or alteration; or damage caused by fire, flood, Acts of God, or other casualty;
- (2) Damage resulting from:
 - a) Failure of Distributor to follow production and/or assembling instructions separately given by AICHI from time to time during the term of this Agreement;
 - b) Failure of the purchaser to follow normal usage procedures outlined in the usage manual or in any other printed instructions to be attached to each of the Products by Distributor.

THIS WARRANTY IS EXPRESSLY IN LIEU OF ANY AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED (INCLUDING SPECIFICALLY, WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, ALL WARRANTIES OF MERCHANTABILITY AND FITNESS), AND ALL OTHER OBLIGATION AND LIABILITY ON THE PART OF AICHI. AICHI SHALL NOT BE LIABLE FOR CONSEQUENTIAL OR SPECIAL DAMAGES UNDER ANY CIRCUMSTANCES OR FOR MORE THAN REPAIR, REPLACEMENT OR REFUND OF THE PURCHASE PRICE OF DEFECTIVE PRODUCTS OR PARTS AT AICHI'S OPTION.

Distributor shall promptly return such defective Products and/or defective Parts to AICHI at AICHI's cost if AICHI requests to do so.

Distributor shall be responsible for the warranty of workmanship of the Products assembled by Distributor as well as the tabletop manufactured by Distributor.

—

Exhibit VIII Warranty Period

- 5 years:** structural components (frames, shells, and bases)
- 2 years:** mechanism, casters, stoppers, and wear on mesh fabric & standard fabric
- 1 year:** appearance (paint, resin, and plating) and glide

—

CARE & MAINTENANCE

MESH CLEANING INSTRUCTIONS

To remove everyday dirt on the mesh:

First, wipe away any dirt with a soft cloth, using a solution mix of 1 part mild detergent with 5 equal parts warm water. Remove the detergent from the mesh completely with a damp cloth and dry it with a dry cloth.

To remove the stains:

Tap with a soft cloth, using the mild solution rather than spreading the stains by rubbing, it may result in spreading the stain.

Caution:

1. Be sure to use the detergent product indicated as a mild solution.
2. Do not rub the mesh with a hard scrubber made of nylon, as it may cause in damage such as scuffing/fuzzing to the mesh texture.
3. Do not leave the mesh wet, as it may attract more dirt or mold may appear on the surface over time. Dry the mesh slowly in shade, not direct sun.
4. Avoid rubbing any stains on the mesh as it may result in spreading the dirt.

5. Remove dirt or stains immediately as it becomes harder to remove or discolor over time.

Note: Aichi Tipo chairs are not suitable for use outdoors. They are an indoor product.

–

DTN & CTZ Table :

Avoid scourers and abrasives as they will damage the surface. Avoid waxes and polishes as they dull the natural shine. Do not use strongly acidic, alkaline cleaners or bleach for normal cleaning as these might ruin the surface

An all-purpose cleaner such as Windex spray cleaner or Ajax Spray n Wipe will remove marks.

For grease stains use a mild dishwashing detergent in water will remove greasy marks. Dab, wait and wipe away. Finish with an all-purpose cleaner such as Windex spray cleaner or Ajax Spray n' Wipe.