



Gordon Mather Industries

**OFFICIAL AGENT FOR FEATHERSTON FURNITURE**  
**Licensed to manufacture originals with the Featherston Family**  
since 1995

Gordon Mather Industries as the manufacturer of the Featherston range covers all products under a 1 year structural workmanship warranty from date of order supply.

Enquiries or claims should be submitted to your supply agent and Gordon Mather Industries within 7 days of finding an issue. Your agent or GMI will get back to you within 7 days with a solution unless otherwise indicated.

Contact for Gordon Mather Industries

Email [gmi@gordonmatherindustries.com.au](mailto:gmi@gordonmatherindustries.com.au)

Phone 0491 230 249

Address 8 Westpool Drive, Hallam VIC 3803 – By appointment only – 8-4pm Monday to Friday.

**1 YEAR STRUCTURAL WORKMANSHIP WARRANTY**

This warranty does not cover general wear, tear or damage to fabric, leather, stitching, timber or powder-coated finishes once supplied.

Featherston furniture is designed to hold a weight of 110kg when used correctly. Any damage to the structure or joints from excess or uneven weight distribution will not be covered under warranty. Armrests are not designed to be sat on and furniture is not designed to be dragged or rocked.

Warranties will be voided if the product has been disassembled, modified or repaired by any unauthorized party or is damaged in transit or used outside its intended use.

Featherston products (except for the outdoor ranges) are for internal use only and will not be covered under warranty if damage is a result of environmental or prolonged climatic exposure i.e. rust, direct sun damage, heating or cooling source damage.

Please care for your Featherston products as per the following care instructions for your warranty to be valid.

## **CARE INSTRUCTIONS**

To maintain your furniture we recommend dusting before cleaning with damp colourfast rags to ensure surface integrity. Many cleaning products contain harsh chemicals (i.e. acetone) which can damage surface integrity so we recommend the use of clean soft cotton rags to clean, wipe and dry furniture only with mild detergents.

NEVER soak or apply liquids directly to surfaces.

NEVER use wax products or abrasive rags or chemicals.

NEVER use spray polishes or cleaners as they contain silicone which will spoil the surface allowing moisture into the joints.

ALWAYS protect your furniture from direct sunlight, heat sources and vents as they can cause fading and / or surface damage or movement.

### **ELECTROPLATED, METAL & POWDERCOAT FINISHES**

Metal and powder-coated finishes require regular maintenance / cleaning to avoid dust and dirt build up that may result in deterioration or rusting of the finish. The effects of UV, atmospheric pollution, dirt, grime and airborne salt deposits can all accumulate over time and need to be removed at regular intervals. We recommend cleaning intervals depending on the type of environment and use of the furniture. A general rule is every 3 months or more regularly for items in coastal or commercial areas.

Finishes should be gently cleaned with a damp soft cloth or sponge to remove any loose surface deposits and a soft brush (non-abrasive) with a diluted detergent (NO NOT use solvents) to remove other deposits. ALWAYS thoroughly clean the surface afterwards with clean fresh water and dry by hand with a cloth to remove any water or detergent residue. Never rub the surfaces excessively or vigorously, especially metallic finishes.

Electroplating or Zinc finishing can be applied under powder-coat finishes for a stronger resistance against outdoor exposure. Just like powder-coat finishes electroplated finishes can also be scratched. ALWAYS avoid steel wool or brushes and abrasive cleaners especially containing chlorine. NEVER allow bird droppings to accumulate, dry out and harden or strong solvents to clean. Car polish can help revive dull finishes if required. If rust begins to appear as a result of scratches, bumps or otherwise apply an anti-rust product as quickly as possible or your product can be refinished by GMI or your local powder-coater.

### **UPHOLSTERY & LEATHER**

Fabric, vinyl and leather used to upholster our furniture is not included in our warranty however separate warranty claims can be made through your retailer or fabric supplier. An independent leather or fabric report can be obtained to determine fault.

We recommend regular vacuuming or dusting with a soft vacuum brush attachment to remove dirt and dust which can accumulate and damage the surface (a minimum of every 2-3 weeks is advisable). Remove spills by blotting with a soft and absorbent colourfast cloth. Leathers can be treated with conditioners and cleaners as per their strict instructions using a soft cloth but we do not recommend scrubbing leather with harsh brushes or sponges in any circumstances.

To preserve the supple character of leather we recommend a nourishment cream every few months or more frequently for heavy usage. Always follow the directions of the product used and test first on a non-visible area of the product. When in contact with oils, sunscreens or moisture on a regular basis we recommend wiping down leather with a soft damp cloth more regularly to avoid residue build up. For heavy traffic commercial areas this may be required several times a week depending on the situation i.e. areas adjacent to pools.

The natural salts and oils that occur in human skin can damage surfaces if left uncleaned for lengthy periods. In warm or humid weather wiping can be required weekly, particularly if it has become damp with perspiration. Always clean along any creases that have developed and pay close attention to areas that come in contact with skin like headrests, armrests or seat cushions.

Leather is a natural product with varied characteristics in each hide so you may see growth marks and scars or creases that develop which cannot be removed without destroying the natural beauty and softness of the hides.

If a stain persists contact a professional cleaner and do not hand wash, dry clean or use detergents, solvents or abrasive cleaners. Deterioration arising from incorrect or inadequate maintenance is not considered a fault.

## **TIMBER**

Our furniture is finished with a beeswax or satin or matt lacquer which may fade or discolour if left in direct sunlight for long periods of time. Always avoid hot objects making contact or having close proximity with timber to avoid burning, discolouration or lifting. Solid timber can absorb liquids or moisture causing the timber to move, change in form, crack or mold so spillages should be cleaned up as soon as possible. Clean regularly with a soft damp cloth to remove dust, do not clean with a dry to avoid abrasion. Spray polishes should never be used as they contain silicone which can spoil the surface by building up over time.

A small amount of natural movement in the timber is expected as it adapts to its conditions due to variations in humidity and temperature. Timber will display different grain patterns, colours and shadings over a piece of furniture as this is the natural beauty of wood. The 'medullary ray' in oak for example is a mark of good quality timber and appears when cross cut across the grain showing growth rings and flecks. These characteristics of timber are not considered faults.

## **OUTDOOR FURNITURE**

Our Featherston Relaxation chairs are made from marine-grade plywood with solid American oak rails and finished with a clear marine-grade lacquer. It is important to understand that while marine-grade plywood uses a waterproof glue for lamination and American Oak is a class 2 high durability timber the timber itself, like any timber, is not waterproof. Timber will shrink and expand as it adjusts to changing temperature and humidity so it will change characteristics if not maintained. Changes can include checks, cracks, splits, raised grain, loose fibers and mold growth if too much moisture is absorbed by the timber. These changes may cause joints to loosen.

*Furniture should be kept inside or undercover when not being used and not left out in the elements or direct sunlight for long periods of time.* Excessive heat or prolonged direct sunlight will result in tiny surface cracks (called checks) as timber dries unevenly and quickly by nature. Weathering is a natural result of a combination of heat, water, wind, UV and long wavelength light. Dirt, insects and grime should be regularly cleaned from surfaces and lacquers semi-regularly re-applied to maintain finish integrity. Lacquer finishes may also discolour or crack from excessive heat or direct sunlight over time. Furniture should not be heavily sanded between re-applications.

Plywood will also have variations in grain density, pattern and colour from one piece to the next.

## **WEBBING**

Our webbing is made from 100% polyester yarn, so it can be cared for the same as any polyester clothing. Never use any harsh or abrasive cleaners and use a damp sponge to remove excess dirt and grime with a mild detergent. Regular cleaning is required to avoid material deterioration from excessive grime buildup. In particular salts and oils that occur in human skin and insects can damage the surface if left uncleaned for lengthy periods. Always protect your webbing from direct sunlight and heating sources as prolonged exposure may cause the webbing to fade.