



BFX Furniture



————— 2024/25 —————

# WARRANTY & PRODUCT CARE INSTRUCTIONS

CURRENT AS OF 22 NOVEMBER 2024





BFX Furniture  
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## 1. Our Quality Commitment

BFX Furniture creates leading education and commercial furniture solutions. We deliver these through exceptional customer service, with a focus on customer satisfaction.

Our commitment to quality, safety and sustainability translates to the design, production, and delivery of all our products and services.

BFX's supply chain is quality assured, with a certified environmental management system.

We only use leading independent testing organisations to test the safety, quality, and sustainability of our products, and ensure they meet or exceed Australian standards.

This means you can be confident that your new BFX Furniture is safe, fit for purpose and built to last.

By following these Product Care Instructions, your new BFX Furniture has a guaranteed warranty to provide years of service, contributing to sustainability and a better return on your investment.

## 2. Customer Service

BFX Furniture has a dedicated Customer Service team ready to assist you with any sales or product inquiries, or to resolve any product warranty issues, or other work that fails to meet our quality and service standards.

You can contact the BFX Customer Service team by phone, email or online anytime.

BFX Customer Service

Phone: 1300 866 522

Email: [support@bfx.com.au](mailto:support@bfx.com.au)

Web: [bfx.com.au/contact-us](http://bfx.com.au/contact-us)

Address: 46 Paulger Flat Road, Yandina QLD 4561



### 3. Certifications & Accreditations

- **Quality Assured**  
AS/NZS ISO 9001:2015  
Quality Management System  
Certified By CACS
- **Sustainable and Responsible**  
AS/NZS ISO 14001:2015  
Environmental Management System  
Certified By CACS
- **Safety & Strength**  
Tested and Certified By SGS or AFRDI
- **Made To Australian Standards**  
AS/NZS 3813:2016 AS/NZS 4438.1997  
AS/NZS 4442:2018 AS/NZS 4610.1.2020  
AS/NZS 4610.2.2020 AS/NZS 4610.3.2020  
AS/NZS 4688:2000 AS/NZS 4790.2006
- **No Volatile Emissions**  
Tested and Certified By CETEC
- **E0 Board**  
Emission Level E0
- **Good Environmental Choice**  
Certified By GECA



## 4. Maintenance and Care

### 4.1 Cabinetry Products

BFX Furniture's cabinetry products are constructed from quality decorated board, also known as melamine, MDF or particle board. Decorated board's rigid structure is perfect for cabinetry panels and desktops, it is easy to clean, and it resists fading. However, there are important care instructions to follow to ensure you maximise the life of your BFX Furniture made with decorated board.

Whenever in doubt, the advice of a professional cleaning or maintenance person should be sought before attempting to undertake any action.

- **Placement Instructions**

#### **Keep moisture at arm's length**

Cabinetry furniture can be easily damaged by moisture. Furniture should be kept indoors to prevent furniture from being exposed to moisture. While cleaning the furniture, use a minimal amount of water. If you must use water, rub it on small patches in small quantities and wipe it off with a dry cloth immediately.

#### **Move furniture with care**

Cabinetry furniture should be handled with care. If the furniture is large, dismantle it first and then move it piece by piece.

#### **Use fasteners and nails specifically designed for particle board furniture**

Ordinary screws and nails are not compatible with this furniture because these screws will cause the wood particles to disintegrate and fall. To avoid this situation, only use fasteners that are specially designed for melamine or particle board.

#### **Keep away from direct sunlight**

Keep furniture away from direct sunlight. The temperature of summer sun will destroy the furniture's attractive look by fading its shine and drying out wood which may cause cracks.



- **Fitting Instructions**

Ensure all screws and fittings have been used in assembly of the unit, and that all fittings are hand tight. Attaching Screens; Once screen is placed in the desired position in work area, ensure that screen is level using a spirit level on the top horizontal rail, winding the levelling feet in/out on the screen foot plates. When attaching the screen to a desk/workstation, ensure the compatible bracket system is fitted correctly and fittings are tightened hand tight. Ensure the screen is stable, becoming a falling hazard. If screen is unstable, check all bracketry to ensure fittings have been installed correctly.

- **General Care Information**

Avoid scourers and abrasives as they will damage the surface.

Do not place hot objects, electrical appliances, or pots straight from the oven or cooker onto laminated panel surfaces. Do not cut on laminated panel surfaces.

Keep waxes and polishes well away as they dull the natural shine. Do not use strongly acidic, alkaline cleaners or bleach for normal cleaning as these might etch the surface.

Whenever in doubt, the advice of a professional cleaning or maintenance person should be sought before attempting to undertake any action.

- **Streaks**

Streaky marks sometimes show on dark colours after cleaning. Wipe over with a dry clean cloth to remove them.

- **Grease**

Using a mild dishwashing detergent in water will remove greasy marks. Dab, wait and wipe away with a dry clean cloth.

- **Spills**

Laminate surfaces resist staining from most household chemicals. With some accidental spills however, prompt action is essential. Wipe off beetroot, grape and berry juices, first aid preparations, concentrated bleach, oven cleaners, dishwasher detergents, artificial dyes, hair colouring and solvent based pen ink immediately. Specialty glues such as Super Glue must also be removed straight away with acetone (nail polish remover).



- **Stains**

If the stain won't budge with Extra Strength Windex, try methylated spirits or dab the stain with a diluted bleach mixture (1-part bleach to 8 parts water); leave for 3 minutes then wash off with water and dry. Finish off with Extra Strength Windex. Only as a last resort if a stain persists try 2 or 3 rubs with a crème cleanser or white toothpaste, wash and dry. Please note that bleach or these abrasive cleaners may irreversibly damage the laminate surface.

- **Scratches**

Laminated panel surfaces will withstand normal wear and tear but can be damaged by scratching or cutting with utensils, knives, and unglazed pottery. Darker colours will show scratches more readily than lighter colours. In general, dark colours and high gloss surfaces require more care and maintenance than lighter colours or lower gloss colours. To minimise scratching, always place and lift objects from the surface – never drag or slide them across the surface.

- **Specific Care - Laminates**

(This applies to Squareform Benchtops, Fire Retardant Laminates, Chemical Resistant Laminates, Aquapanel Wet Area Panelling, Vizage Wall Lining, Fusion Laminates and Compact Laminate).

A damp cloth will remove spills and greasy spots. Rub with a clean dry cloth to bring back brightness. Occasionally clean with mild dishwashing detergent.

- **Specific Care – Diamond Gloss®**

Wipe off spills or marks promptly with gentle rubbing using a soft cloth and mild dishwashing detergent. Dry with a soft, dry cloth. Never use abrasive cleaners – even those in liquid form – as they will mark the high gloss surface. If used as a whiteboard surface, whiteboard markers or liquid chalk marker pens should only be used. The use of permanent markers is not recommended, as while it is possible to clean them off, they may leave ghosting or non-removable marks over time.

A soft cloth (no wetting) should remove whiteboard/liquid chalk marker pens. If necessary, a soft cloth made damp with water can also be used. As with all whiteboard surfaces, general wear and tear such as scratches or scuff marks will occur over time which will make cleaning more difficult. When marker pen cannot be removed with a damp cloth, consideration should be given to replacing the whiteboard surface.



- **Specific Care – Metallic Laminates (Innovations)®**

Wipe off spills or marks promptly with a soft cloth and mild detergent. Dry with a soft, dry cloth. Never use abrasive cleaners – even those in liquid form – as they will mark the surface. Also never use solvents, acids, or alkalis on metallic laminates.

- **Specific Care – Laminex Stainless Steel Laminates (Innovations)®**

Wipe off spills or marks promptly with a soft cloth and mild detergent. Dry with a soft, dry cloth. Never use abrasive cleaners – even those in liquid form – as they will mark the surface. Specialty stainless steel cleaner can also be used if necessary.

- **Specific Care – Finished Designed Timber Veneer Panels**

Timber Veneer Panels are easy to clean using a damp cloth and non-abrasive cleaning products. Never use acetone or trichloroethylene on the polyurethane surfaces. Do not use abrasive cleaners, powders, scouring pads, steel wool, sandpaper, etc. These can damage the finish and make the surface susceptible to staining. Silicone-based cleaning products must be avoided.

- **Specific Care – Laminated Panels**

A wipe over with a clean, soft damp cloth should be sufficient to keep the decorative surface clean. It is recommended to wipe with a dry, clean cloth to remove any residue and restore the appearance. Occasionally clean with mild detergent.

#### **4.2 Plastic Chairs including Metal / Wooden Frame Products**

BFX Furniture manufactures a range of chairs, including those with full plastic construction (also known as monoblock) and others with a metal or timber frame. All our chairs are designed to provide years of service, but there are some important care instructions to follow to ensure you preserve their look and feel and maximise their life.

Whenever in doubt, the advice of a professional cleaning or maintenance person should be sought before attempting to undertake any action.

- **Stacking of Chairs**

If the style of chair you have chosen allows the chair to be stacked when not in use, it is important to do so correctly to protect against scuffs and scratches, and the stack toppling over. To reduce scuffing, we recommended a felt tab is placed on the underside. This is optional and not supplied with the supply of the chair. A further protection is to wipe down the seat tops prior to stacking.





### General Care:

- **Plastic Shell**

For general care and maintenance of plastic surfaces, simply wipe away most spills or marks with a damp cloth, using a mild detergent. Rub gently with a clean, soft cloth. Rinse thoroughly and dry with a soft cloth. With a few sensible precautions, your plastic surface will enjoy a long lifespan.

It is not recommended to use solvent-based or abrasive cleaners. Ensure very hot objects do not come into contact with plastic surfaces and protect them from direct sunlight for extended periods.

- **Base**

#### **Metal Frame, 4-Leg Base**

Normal cleaning: Wash surface with a soft cloth soaked in mild detergent and warm water. Rinse thoroughly and dry with a clean, soft cloth.

#### **Wooden Frame**

Normal cleaning: Wash surface with a soft cloth soaked in mild detergent and warm water. Rinse thoroughly and dry with a clean, soft cloth.

### 4.3 Upholstered Products

BFX Furniture makes a wide range of upholstered products designed especially for use in office and learning spaces. Frames are constructed to provide strength and durability, with foams and our BFX range of fabrics and vinyl carefully selected to ensure their suitability for these environments.

By their nature, all fabrics wear and stretch over time. Following these care instructions will help preserve the comfort and aesthetics of your new BFX Furniture over years of regular service.

- **General Instructions**

Whenever in doubt, the advice of a professional cleaning or maintenance person should be sought before attempting to undertake any action.

Furniture should be kept away from radiators, air conditioners and air inlet valves to avoid sudden temperature and humidity changes (keep 30 cm distance).



You should always protect upholstered products from direct sunlight which can cause fading and discoloration.

Always ensure that upholstered furniture products are used for the purpose intended. Do not allow standing or jumping on upholstered furniture as shocks on fabrics, foam and wooden details can damage the fabric and the furniture's frame.

While moving furniture from one place to another do not drag, move it carefully instead. Do not sit on the armrest because it can cause deformities: foams and frames can be displaced, and the seams can rupture if the tensile force is excessive.

Furniture should be regularly vacuumed and ventilated. You should regularly rotate lounge cushions to promote even wear of lounge furniture products.

Avoid leaning against upholstered partition screens and never lean ladders against partitions.

- **Fabric Stretch**

All Commercial fabrics, vinyls, and leather stretch over time. Some fabrics stretch more, and more quickly, than others depending on the thread, the weave, and the amount of use. For this reason, BFX recommends a particular range of fabrics, vinyls, and leather for furniture use.

At the time of manufacture, our upholsterers tension the fabric securely to your furniture piece. However, because of the individual properties of each fabric, vinyl and leather and how you use the product, BFX cannot determine how soon stretching of fabric may occur to your product.

The result of stretching is that the fabric may pucker or appear loose. The larger the surface, the more noticeable it may become. However, the quality of your product is not diminished in any way. Therefore, fabric stretching is not covered under normal warranty (faulty workmanship or material).

- **Fabric Care Instructions**

Our advice is given in good faith and should not be considered a guarantee. If in any doubt, always consult a professional cleaning or maintenance person before attempting to undertake any action.



### Cleaning Guide:

- **Spot Cleaning**

Treat spills and stains as soon as possible. Test on hidden area to ensure fabric and colour are not removed. Gently scrape any soil or mop any liquid from the surface of the fabric. Use of soap or detergent with water should be approached with caution since overzealous rinsing to remove soap residue may result in over-wetting, water marking and wetting of substructure (this may create other stains or damage products).

For non-oil-based stains, use warm water and mild soap which do not contain optical brighteners (consider Velvet soap, Lux Flakes, Softly). Mix a small amount of soap and warm water solution and apply it to the stain, rubbing gently. Blot dry with a clean towel. Apply cool water (preferably filtered or distilled water) and blot dry again. Then with a hair dryer, working out from the centre of the stain, dry quickly to prevent rings forming. It is generally preferable to clean whole panels of fabric in this way rather than trying to spot clean specific areas.

For oil-based stains following the same basic guidelines as above, apply a proprietary brand solvent based cleaner and try to clean in panels rather than spot cleaning specific areas. To further enhance spot cleaning results, Warwick Fabrics have introduced the Halo Fabric Care Kit which includes Halo spot cleaner for most household stains, Halo fabric deodoriser to help neutralise pet and general odours and Halo fabric protector to restore liquid repellence on fabric sections that have been spot cleaned.

For treatment of specific stains, refer to the Stain Removal section below.

- **Professional Fabric Servicing**

Warwick Fabrics recommend that water-based 'Fluro chemical' type fabric protectors be applied by licensed applicators only. Check your care label first to see if a mill-applied protection was incorporated during fabric manufacture. It is not necessary to apply an after-market protector over mill applied protectors on new fabrics. Fabric protectors do not eliminate the need for vacuuming, routine cleaning, or proper care. They will, however, make spot cleaning and vacuuming quicker, easier and more efficient between professional cleans and keep your fabric looking cleaner longer, as well as extending its life. Professionals applying fabric protectors must always pre-test to qualify fabric suitability.

- **Warning**

Extreme caution should be taken if considering the treatment of velvets and pocket weaves with stain repellent products. Some high pile velvet and pocket weave jacquards may change in surface character if stain repellent treatments are incorrectly applied. Extra care should be taken to pre-test these fabrics.



- **Professional Cleaning Frequency**

Cleaning frequency is determined by the furniture use, your own maintenance, upkeep, and environmental conditions. As a good 'rule of thumb' overall cleaning is recommended every 12 months for most commercial and education lounges.

### Stain Removal:

- **Alcoholic Beverages**

After the moisture has been blotted up, dab at the stain with a clean cloth dampened in rubbing alcohol. Then blot repeatedly with liquid detergent mixed with cool water. Blot dry with a towel. Dab again with clear cool water and blot dry.

- **Blood**

After the moisture has been blotted up, dab at the stain with a clean cloth dampened in rubbing alcohol. Then blot repeatedly with liquid detergent mixed with cool water. Blot dry with a towel. Dab again with clear cool water and blot dry.

- **Chewing Gum**

Rub an ice cube over the gum to harden it, then scrape off the excess with a dull knife. To remove what is left, use dry cleaning fluid.

- **Chocolate (and other soft candy)**

This is a combination of greasy/non-greasy stain. Scrape excess away, then go over the spot with cool water mixed with a liquid detergent. Blot thoroughly and then clean with dry cleaning fluid.

- **Coffee and Tea**

Sponge with warm water. Apply warm glycerine. Leave for 30 minutes. Remove with water and dry quickly.

- **Cosmetics**

Sponge with warm water. Apply warm glycerine. Leave for 30 minutes. Remove with water and dry quickly.

- **Fruits and Fruit Juices**

After excess is blotted up or scraped away, blot the spot with cool water. If a stain remains, add liquid detergent and a drop of vinegar to the water. Dab the spot with this mixture and blot until there is no trace of a stain. Then go over the area lightly with clear water to remove traces of vinegar.





- **Grease (including hair grease and oil)**

Scrape away excess if necessary and then dab repeatedly at the stain with dry cleaning fluid. If any stain remains, go over the area with a lukewarm mixture of liquid detergent and water. Always make sure you use a clean portion, so you do not put the stain back in the fabric. Last, go over the area with a clean cloth moistened with cool clear water.

- **Ice Cream**

Scrape away excess and apply cool water mixed with liquid detergent, blotting frequently with a dry cloth so as not to saturate the fabric. Let dry and then go over any remaining stain with dry cleaning fluid. Blot dry.

- **Ink**

Moisten with warm glycerine. Leave for 10 minutes. Apply liquid detergent and brush lightly. Remove with water and dry quickly.

- **Iodine**

Rub with cut lemon before sponging with warm water. Apply small quantity of detergent with clean cloth. Blot stain then remove soapy residue with cloth wrung out in warm water and white vinegar solution (one-third vinegar to two-thirds water).

- **Milk and Vomit**

Blot or scrape away the excess, then take a clean, soft cloth and blot. Apply clear cool water to the area, blotting frequently. Then blot with a detergent solution to which you have added a small amount of ammonia. Blot dry and wait a few minutes. Go over the area with dry cleaning fluid, blot dry. Finally, blot the area lightly with a cloth moistened with rubbing alcohol.

- **Soft Drinks, Sweets and Syrups**

Sponge with water, add warm glycerine and work into stain. Remove with water and dry.

- **Shoe Polish**

Apply liquid paraffin to loosen the stain, then sponge with dry cleaning fluid.

- **Urine**

It is especially important to treat this stain right away before the urine dries. Otherwise, the urine may react with the fabric dyes and cause permanent discoloration. First, dab at the stain with a solution of white vinegar and water and blot dry. Then apply a mixture of liquid detergent and cool water, blotting frequently



and with a dry cloth to avoid saturating the fabric. Finally, dab the spot with clear cool water and blot thoroughly.

- **Water Spots**

Blot thoroughly and then dampen the entire spot with clear white vinegar. Wait a few minutes. When the area is dry, moisten it again with clear water, blotting with a dry cloth after every application of the damp cloth. If the fabric has a pile, brush in the direction of the pile when it is dry.

### Helpful Tips:

- **Chenille Yarn Fabrics**

Fabrics using chenille yarn constructions from viscose rayon, acrylic, polyester or cotton fibres will behave like most pile or napped fabrics during service, ie. orientation of pile fibres will be disrupted by sitting, resulting in a different shade on contact areas. This disruption of the pile fibres and consequent apparent colour change are inherent characteristics and should not be considered as defects.

- **Colour Fastness**

All fabrics are tested to industry standards. It is important to note that no fabric is 100% colour fast and that it is impossible to prevent colours fading if adequate precautions are not taken. Even winter sun, sitting lower in the sky, can cause damage, particularly if there are no protective curtains or blinds in the room.

- **Dye Transfer**

Certain clothing and accessory dyes (such as those used on denim jeans) may migrate to lighter colours. This phenomenon is increased by humidity and temperature and is irreversible.

- **Fading**

Colours with which the fabrics are dyed, particularly bright colours, will be susceptible to light fading depending on the degree of exposure. Some fabric damage will be evident where fading is most pronounced. In situations where rooms are northerly facing or exposed to constant daylight, we recommend extra caution in selecting furnishings.

### General Care:

When arranging your furniture, care should be taken to avoid touching external walls or radiators to prevent problems of moisture build up and/or scorching damage. Take care to prevent sharp objects such as rings, buckles, scissors and pens from coming into contact with your furniture, as this may cause snagging or



tearing of the fabric. Vacuum regularly (weekly) using low suction. Rotate reversible cushions regularly. Protect from direct sunlight.

Whenever in doubt, seek the advice of a professional cleaning or maintenance person before attempting to undertake any action.

- **Pilling**

Pilling can occur occasionally because of normal daily wear and should not be considered a fault. There are many variables which can trigger pilling, including climatic conditions, atmospheric purity, and the user environment. Even specific clothing types (fleecy tracksuits etc) can transfer pills from the clothing to the furniture fabric. As the fabric surface is rubbed, a single or small group of loose fibres on the surface begins to twist upon itself, forming tiny balls or 'pills.' Often the catalyst that starts this process is a foreign fibre or speck of dirt. Pilling can be successfully removed with battery operated pilling tools available from most haberdashery stores. 'De-pilling' only removes unsightly loose surface fibres and does not affect fabric performance.

- **Sun Damage**

Constant exposure to the direct rays of the sun will break down fabric fibres, causing them to become brittle and resulting in the affected area breaking when cleaned.

- **Yellowing**

Fumes and atmosphere in any room where tobacco is smoked will cause a yellow/brown stain on most fabrics. This is a particular problem in modern fabrics with a white or light background.

- **Lustrell Vinyl Care®**

Blot liquid spoils with a clean dry cloth. Wipe with clean cloth dampened with warm water. Clean using a proprietary brand leather cleaner or Lustrell branded Regular cleaner or Spot Cleaner. Do not use abrasive powder, detergent based or paste cleaners. Do not wet excessively. A soft bristle brush may be used to remove ingrained soil. Avoid scratching by gentle brushing. Wipe with a clean cloth dampened with water to remove residues. Dry in the shade away from direct heat. Do not clean with hot water extraction machine. Do not clean with on-site dry-cleaning machines.

- **Bleach Cleaning/Disinfection (Vinyl)**

Mix 5% of household bleach (sodium hypochlorite) with 95% water (One 250mL cup of household bleach in 5L of water). Pre-test cleaning method on a hidden part of the furniture. The bleach solution can remain on the vinyl surface for up to 10 minutes after which the bleach solution must be thoroughly rinsed. To rinse,



wipe the surface several times with a cloth wet with clean cold water and allow to dry at room temperature. Furniture must be dry before being reused.

**WARNING:** Sodium hypochlorite bleach is corrosive. Avoid contact with the skin. Use PVC gloves and follow the safety instructions of the bleach manufacturer. Please also be mindful not to apply the bleach solution to the frame of the furniture or any floor coverings without further testing.

When arranging your furniture take care to avoid contact with external walls or radiators. Annual professional cleaning recommended.

**WARNING:** Please note silicone-based cleaners should not be used.

- **Leather Care**

Regular light surface cleaning of leather furniture is important to prevent daily dust, grime, perspiration, and body oils from becoming ingrained and causing surface damage. Obviously, lighter colours may require more attention.

Keep your leather furniture at least 30cm away from any sources of heat. Prolonged exposure to heating vents or radiators will cause your leather to dry out, crack or harden.

Avoid placing your leather furniture in direct sunlight. All materials will fade with time when exposed to the sun's rays. Semi-Aniline and Aniline leathers are especially sensitive and must not be placed near windows or in the open air.

We recommend you do not allow any pets to come into contact with your leather upholstery as their claws may damage it. Animal saliva and other body fluids are highly aggressive. Also avoid letting buckles, studs, zips, and jewellery come into direct contact with the leather surface.

Keep materials such as paint, insect sprays, newspaper ink, nail polish/removers, pen inks, plant food sprays, hair creams and gels, bleach, glue, and household cleaners well away from your furniture. If you need to use these near your lounge, make sure you cover it first.

Avoid all products containing solvents or oils, as they could damage the surface of the leather.





**Medications:** If leather furniture is used constantly by individuals on some medications, extra care should be taken to protect leather surfaces from direct skin contact as the chemistry in these medications may react with and damage the leather finish. Headrest covers and arm protectors are advisable.

Dust weekly or use the soft brush attachment on your vacuum cleaner. Wipe clean using a soft damp cloth and Leather Soft Cleaner. Leather is particularly suited to people who are allergic to dust. Particles of dust are unable to penetrate leather and can easily be removed.

All leathers last longer when preventive maintenance is conducted. As a rule, clean your furniture with Leather Soft Cleaner at least every six months to remove dirt as well as the gradual accumulation of body oils and perspiration.

For aniline and pigmented leather, apply Leather Protection Cream to the surface of the leather to increase resistance to staining and prevent grime build up. Aniline leathers are highly absorbent and may require more frequent cleaning if they are subject to heavy usage. After cleaning, always re-apply Leather Protection Cream to renew the level of protection. Take special care to protect areas subject to heavy use such as armrests, seats, and headrests.

DO NOT use care instructions on Nubuck or Suede leathers.

DO NOT use saddle soap, wax polishes, or spray polishes. These can dry out the leather or add an unpleasant sticky surface which will attract daily grime.

DO NOT use any product or any method of cleaning not recommended by the manufacturer.

Note: Jeans and other non-colourfast clothing can cause colour or dye transfer which is not covered by guarantee.

Whenever in doubt, the advice of a professional cleaning or maintenance person should be sought before attempting to undertake any action.

#### **4.4 Steel and other Metal Products**

As a rule, cleaning should take place every three months. In areas where pollutants are more prevalent, such as beachfront premises and industrial areas, then a cleaning program should be conducted on a more frequent basis. This may vary depending on whether the item is in hygienic or aggressive situations.



Whenever in doubt, the advice of a professional cleaning or maintenance person should be sought before attempting to undertake any action.

#### Internal:

To keep your steel furniture looking its best wipe over regularly with a clean cloth.

For thorough cleaning, use a soft brush or cloth (nonabrasive) and a dilute solution of a mild detergent, such as a pH-neutral liquid hand dishwashing detergent in warm water (DO NOT use solvents) to remove dust, salt, and other deposits. Ensure you thoroughly rinse the surfaces with clean fresh water after cleaning to remove all residues and dry with dry clean cloth.

#### External:

For exterior building installations clean the metal when it is dirty or as required. This may vary depending on whether the item is in hygienic or aggressive situations.

Carefully remove any loose surface deposits with a wet sponge; Use a soft brush of cloth (nonabrasive) and a dilute solution of a mild detergent in warm water (DO NOT use solvents) to remove dust, salt, and other deposits.

Ensure you thoroughly rinse the surfaces with clean fresh water after cleaning to remove all residues and dry with dry clean cloth.

### 4.5 Whiteboard Products

- Standard melamine surface (Non-magnetic) – Domestic (low usage)
- Enamel surface (Magnetic) – Domestic/Commercial (medium usage)
- Porcelain surface (Magnetic) – Schools/Conference/Training Centres (medium to high usage)

While most boards are designed to be “wall mounted” several sizes are also available as “mobile” boards. These are available in a “fixed” single or double-sided Whiteboard or “double-sided” pivoting Whiteboards.

If you are experiencing problems erasing marks from your whiteboard surface, here are a few tips that may help.

Make sure you are using the correct pen. A “dry wipe” Whiteboard pen is essential.



If you have used the wrong pen (permanent ink) try writing over the permanent ink with a correct whiteboard pen. The solvents may “work against” each other to remove the offending ink.

Different colour pens display different erasing capabilities. This is because the ink in green or red pen is different to the ink in Black or Blue pen. Pen manufacturers use different ink sourced from various parts of the world.

The storage of these pens can impact cleaning requirements. If the pens have had a long shelf life or been stored upside down the “ink” in the pen may separate from the “solution.” The result will be that you are writing on the whiteboard with concentrated “ink.” This of course will be more difficult to erase. It is worth considering that whiteboard markers are often the culprits of poor erasing.

Make sure that your “Eraser” is clean. Replace your eraser often as it frequently causes smudges and grime to build up on your whiteboard.

Frequent cleaning of your whiteboard with a “Cleaning Fluid” available from most good resellers. These are designed to remove most permanent stains.

Leaving writing on the whiteboard for long periods of time is NOT recommended.

Whiteboards placed near “air conditioners” may experience difficulty in erasing. Gas and various vapours are emitted from air conditioners which in some cases, tend to “seal” the writing surface.

Whiteboards used under strong fluorescent lights may also experience difficulty in erasing. These lights emit UV (ultra violet) rays which can tend to “bake” the whiteboard pen strokes, making it harder to erase the whiteboard.

Whenever in doubt, the advice of a professional cleaning or maintenance person should be sought before attempting to undertake any action.

#### **4.6 Rugs**

Keep your rug clean by vacuuming it regularly. Do not use any bleach or harsh chemicals on your rug. Test a small area of the rug for colourfastness before applying any cleaner to the whole rug. We suggest using a dry powder cleaner that can be easily removed by vacuuming and does not leave any residue. When you clean a stain, blot it gently and do not rub or scrub it.



DO NOT let the vacuum touch the outer edge of the carpet. This may cause damage. Clean any spills as soon as possible by blotting them with a cloth or sponge. Use ordinary dry-cleaning solutions to get rid of any grease stains. It is always a good idea to test a cleaner on a hidden spot on the carpet/rug before using it on the whole piece. Occasionally, hire a professional cleaner to clean and freshen up rug occasionally. Always ensure the rug dries flat on the floor.

Do not use the rug outside or in direct sunlight as the colours may fade over time.

High traffic timber and carpet surfaces may require an additional anti slip underlay to hold rug firmly in place and prevent slipping and buckling.

Whenever in doubt, the advice of a professional cleaning or maintenance person should be sought before attempting to undertake any action.

## 5. Warranties

Our standard is to deliver a quality product on time, every time. On those occasions where we do not, we are committed to fixing the issue in a timely and professional way. This 'BFX Difference' is industry best practice and sets our business apart from the rest.

### 5.1 Terms

BFX Customers have the benefit of 'statutory warranties' and any other warranties that are provided by BFX upon the purchase of your product, which are known as 'voluntary warranties'.

Where you are deemed to be a 'consumer' as defined by The Trade Practices Act 1974 (the Act), your rights automatically form part of the contract between buyer and seller and are called 'statutory rights'. The Act says statutory rights apply to a 'consumer' who is a person or corporation who acquires any other type of goods or services costing less than \$40 000.

Any term, to the extent permitted by Law including all implied warranties and conditions are excluded except as provided in these Terms and Conditions and any terms which could be alleged to be a condition or terms of the contract and which does not form part of this warranty or is implied by legislation is expressly excluded and is to be disregarded.





BFX Furniture  
46 Paulger Flat Rd, Yandina QLD 4561

1300 866 522  
support@bfx.com.au  
www.bfx.com.au

As a consumer, you have the benefit of both statutory warranties and any other warranties that are provided by BFX upon the purchase of your product. These Terms and Conditions provided by BFX are known as 'voluntary warranties'.

### **BFX Voluntary Warranty – for Contract and SOA products**

<b>Student Chairs</b> Monoblock Plastic	20 Years*
<b>Office Seating</b>	10 Years
<b>Chairs</b> Other	5 Years
<b>Soft Seating</b> Ottomans	5 Years
<b>Soft Seating</b> Lounges, Booths	5 Years
<b>Office Desks / Workstations</b> Fixed Height	10 Years
<b>Office Desks / Workstations</b> Electric Height Adjustable	10 Years
<b>Student Desks</b>	10 Years
<b>Tables</b> Steel Frame	10 Years
<b>Tables</b> Other	10 Years
<b>Cabinetry Products</b>	10 Years
<b>Steel Storage</b>	10 Years
<b>Screens</b>	5 Years
<b>Rugs</b>	2 Years
<b>Accessories</b>	5 Years
<b>Battery Packs for Height Adjustable Desks</b>	12 Months

### **BFX Voluntary Warranty – for Products outside the BFX range**

Manufacturer's warranty only

### **BFX Voluntary Warranty – for Clearance Products**

12 Months

\*Excluding seat pads and Snug seat pockets.



## 5.2 Conditions and Exclusions

1. The warranty extends to the original customer or recipient of the product (in the case of acquisition as a gift or promotion) and it is not transferable.
2. The warranty is effective from the date of purchase of the product.
3. Original proof of purchase of the product or the receipt will be required for any warranty claim to be considered.
4. BFX warrants your product against any manufacturing defect or faulty workmanship including full replacement on repair in part or whole as displayed on the product, subject to the following:
  - a) If the defect or faulty workmanship prevents the product from being used for its normal, intended purpose
  - b) Any defect in workmanship, which at the time of purchase of the product ought to have been revealed to you by examination of the product.
  - c) BFX does not have any liability or responsibility under this warranty where, caused by conditions beyond BFX's control including, but not limited to any cost, loss, misuse, neglect, accidents, attachment of accessories, not originating from BFX's, act of God, overloading beyond recommended capacity or other improper treatment of the product, including unusual use or abusive wear and tear leading to malfunction or damage or incorrect assembly or disassembly of fitment by the purchaser or any other third party.
  - d) The manufacturer will make individual replacement parts available for purchase, for a period of 7 years.
  - e) The warranty only applies for manufacturing faults, and does not cover components, which by their nature may require periodic replacement due to normal wear, degradation, or consumption.
  - f) The warranty does not extend to consequential or incidental damage, including but not limited to your existing furniture or environment or to any other person or property.



- g) It is your responsibility to maintain the product adequately and any components subject to wear through use or exposure to the elements and are inspected periodically and replaced with BFX parts as required.
  - h) No warranty is provided for failures caused by inadequate maintenance nor non-compliance with fitting instructions supplied by BFX.
5. Subject to the limitations and exclusions below, BFX will remedy defects in material and workmanship during the warranty period, by repairing or replacing the defective component(s) without charge for parts or labour to the original purchaser.
6. Warranty coverage is voided where alleged nonconformity is due to normal wear and tear, alteration, improper use, neglect, or improper storage.

For any specific questions about the BFX warranty, please contact your BFX Consultant.

### **5.3 Product Returns**

Where BFX Furniture is at fault for product oversupply, incorrectly supplied product, or product that is delivered to an incorrect address, BFX Furniture will cover the cost of product return at no cost to the customer.

Where the customer has made a mistake or changed their mind regarding their product choice and wishes to return the product/s, BFX Furniture will remove and/or replace the product/s and impose a reasonable restocking and re-delivery fee to cover the necessary expense.

### **5.4 Replacement Parts**

Please contact BFX Customer Service on 1300 866 522 between 8:00am - 5:00pm AEST to order your replacement part/s. Ensure you have the original stock code to reference, as noted on your original proof of purchase.



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### **5.5 How to Obtain Warranty Service**

Please contact BFX Customer Service for warranty claims and inquiries on 1300 866 522 between 8.00am to 5.00pm AEST. Alternatively, contact your BFX Sales Consultant on the number listed on your original proof of purchase.

### **6. Product Stewardship and Recycling**

BFX offer a sustainable product stewardship program under which our products can be returned for recycling at the end of the product lifecycle. Where requested, BFX offers an additional service of removing existing products from the customer's site and recycling or disposing of them in an environmentally sustainable manner. This service is costed and quoted per job. Please contact BFX Customer Service to make a recycling request on 1300 866 522.