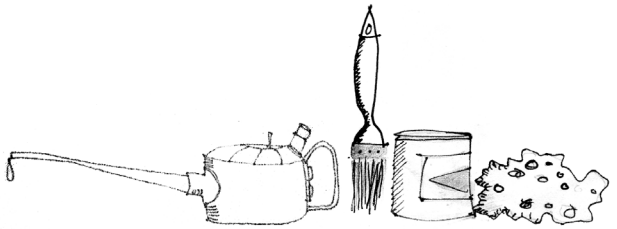


• repair •



care and maintenance

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overview

■ our products are manufactured from ancient and natural earth elements: iron (steel), timber and stone. these are natural resources which are costly to process - they need to be used and conserved responsibly. time has shown that these elements have the ability to withstand the weathering effects of nature for prolonged periods. they have the tendency to age pleasingly - in time they will be re-used, if neglected they can be restored and recycled and ultimately, if abandoned, disintegrate and return to the earth.

hope products are simple, robust, well made and capable of a long life outdoors. they are however NOT maintenance free, but unlike most other modern disposable products, they are maintainable. we would like to encourage you to look after your purchase and have a long and enduring relationship with them.

this booklet contains our recommendations to maintain and prolong the life span of our products. it is based on our experience of making this product for the past 23 years and on the maintenance of our showroom samples (which live permanently outside), using some of the same care products for the past 17 years.

NOTE: the performance of various finishes will differ according to the climate that the furniture is exposed to.

care kit

■ a maintenance kit has been provided with care products - these are specific to the finish on your order and will contain some of the following items:

- **PAINT** - non-drip oil enamel - touch up for painted metal and timber.
- **PRONATURE OUTDOOR OIL** - linseed based oil preservative - for oiled timber
- **PRONATURE WAX** - all purpose wax - for rusted metal frames.
- **PRONATURE WOOD CLEANER** - wood scrub - for aged timber.
- **PRONATURE PLANT SOAP** - oil and potassium rich soap for new timber.
- **BELLINZONI STONE POLISH** - aerosol -multi purpose cleaner, sealer for stone
- **SCOTCH BRITE SCOURERS** - nylon scouring pads - for steel, wood and stone.

iron (steel)

■ folding metal frames

all chairs, benches and recliners are designed to fold.

this enables them to be stored when periods of seasonal / inclement weather prevent their daily use.

on delivery you will find the folding facility on the chairs quite stiff.

this is due to the process of riveting the components together during assembly. they will loosen with time and use and will eventually need tightening.

• maintenance - oiling 4 x a year (seasonally)

- regular oiling is recommended on **ALL** finishes.
- use a lubricating oil (like 3-in-one) on all the articulating rivet points.
- gently fold and unfold the product to remind it of this characteristic.
- if you have neglected to oil and fold the product for a long period, apply oil and allow to stand for a few hours before attempting to fold it.

NOTE

failure to oil the articulating joints will impede the folding mechanism.

do not attempt to fold any products that have not been folded for a long period.

force folding the product will result in distortion of the metal frame and breakage.

■ metal table surfaces

these are made with electro-galvanised sheet metal.

hand painted with 2 coats of an oil based enamel paint or powder coated.

be aware that metal table surfaces are prone to scratching and chipping especially in commercial use.

the table surface is vulnerable to corrosion if the paint is damaged, especially on the table edge.

• maintenance - painting / when damaged

- scour the surface firmly with the scotch brite scourers or fine sandpaper to remove any corrosion and to flatten deep paint damage.
- wipe the surface clean with a cloth. if areas of bare metal are exposed, prime these with an etch primer.
- apply 1 or 2 coats of a non-drip enamel paint (plascon velvagro) with a soft sponge roller to the whole surface.

NOTE do not attempt to repair powder coated finishes

iron (steel)

■ painted frames

the frame has been galvanized, washed, primed with etch primer and hand painted with an oil based enamel paint - plascon velvagro.

due to the folding facilities of the chair various components come into contact with one another and paint deterioration is unavoidable in these areas.

fine hairline cracks can develop in the painted surface and 'white rust' can start to form as moisture ingresses and comes into contact with the zinc rich, galvanized substrate.

enamel paint will offer several seasons of service before repainting might be considered necessary.

touch up or re-painting can easily be managed from home with an experienced painter.

• maintenance - painting / when required

- it is easier to paint the frame without the slats, **BUT** do not remove them if you are not confident about re-assembling them.
- scour the metal frame with scotch brite scourers to remove loose paint and 'white rust' deposits, then wipe clean of any residue.
- apply 1 coat (2 if needed) of paint (plascon velvagro) by brush, allowing 12 hours between coats and final drying time.
- do not over-paint the moving joints of the chairs as the paint will impede the folding action.
- use mineral turpentine to clean brushes.
oil based enamel paint only reaches maximum hardness after 7 days.

■ galvanised

the frame has undergone a process of hot dip galvanising and is considered the most '*maintenance free*' finish.

the zinc rich application of the galvanizing process can prevent corrosion for approx. 20 - 25 years depending on the proximity to the sea.

the initial bright silver colour is temporary - the zinc will oxidise and result in a matt 'lead- grey' finish.

furniture in close proximity to the sea will show formation of powdery white crystals ('white rust') as the zinc oxidises.

NOTE if left unattended these deposits will calcify and are very difficult to remove.

• maintenance - washing / annually

- white rust can be removed easily in its early stages with a strong jet of water or firm scouring with the scotch brite pads
and remember..... oil the articulating joints

iron (steel)

■ rust

these frames have been left to oxidise (rust) naturally to create an authentic aged appearance.

they are treated with **PRONATURE WAX** to prevent loose rust brush off on clothing.

NOTE THIS FINISH WILL LEAVE RUST MARKS ON PAVING IT IS NOT RECOMMENDED FOR COASTAL SITUATIONS.

- **maintenance** - and waxing 1x a year (or when substrate shows signs of dry, flaking rust).
 - scour frames with scotch brite pads to remove loose rust and brush clean.
 - apply **PRONATURE WAX** to the frame with a cloth and rub dry.
 - if chairs have rubber feet, remove them and apply a rust inhibitor like **RUSSIST** with cloth or brush before replacing.
 - **AND MOST IMPORTANT** remember to ...**OIL** the articulating points of the chairs.
- NB** please be reminded that without regular treatment the life of this product, especially the folding facility, will be compromised...as will the validity of our guarantee.

■ pickled (russist)

these frames have been left to oxidise (rust) naturally to create an authentic aged appearance.

they are treated with a chemical converter **RUSSIST**.

this retards the rusting process and colours the frame blue-black.

they are sealed with wax preservative to prevent loose rust brush off.

THIS FINISH WILL LEAVE RUST MARKS ON PAVING AND A SLIGHT GREY STAIN ON THE TIMBER (INITIALLY) WHEN THEY GET WET.

- **maintenance** - 1x a year (or when substrate shows signs of dry, flaking rust)
- remove rubber feet to attend to the metal work.
- scour frames with scotch brite pads to remove loose rust.
- apply **RUSSIST** with cloth or brush and allow a few hours to cure.
- apply **PRONATURE WAX** to the frame with a cloth.
- pssst remember to.....**OIL** the articulating joints of the chairs.

NB please be reminded that without regular treatment the life of this product, especially the folding facility, will be compromised and once again..... so will the validity of our guarantee.

timber

■ painted

wooden components have been primed and hand painted with oil based enamel paint (VELVAGLO).

exposure to the elements will eventually cause the paint to dull over time.

paint will also tend to crack and separate on the end grain of the slats.

- **maintenance** - repainting in areas of paint deterioration - annually.
- remove loose paint and abrade firmly with scotch brite pads.
- apply oil based wood primer to exposed wood - allow to dry.
- apply 1 or 2 coats of paint by brush, depending on the paint loss. allow 12 hours to dry between coats.

■ oiled - outdoor

wooden components are oiled with **PRONATURE OUTDOOR OIL**.

the level of exposure to the elements and the variable climate that the furniture is in will determine the frequency that re-oiling is required. it is best to re-oil when the timber appears dry or dull.

- **maintenance** oiling - 4 x a year
- scour the timber surfaces with scotch brite pads or 120 grit sand paper in direction of wood grain
- wipe clean and apply **PRONATURE OUTDOOR OIL** with a soft cloth or brush.

NOTE: remove any excess oil with a dry cloth after approx. 10 minutes, (the timber will absorb only what it can) then rub dry.

failure to do this will result in a horrible sticky mess and you will need to dilute it with plant turpentine to remove.

- apply a second coat if timber looks dry.

■ oiled - indoor

wooden components are oiled with **PRONATURE TABLE TOP OIL**.

exposure to air conditioning and variable climates, in different parts of the country, can affect the wood and dry it out.

timber should be oiled as soon as it appears dry or dull.

- **maintenance** - oiling - approx. 1 x a year or when timber appears dry.
- remove surface dust and scour lightly with scotch brite scourers or fine sand paper in direction of wood grain.
- apply the **PRONATURE TABLE TOP OIL** lightly with a soft lint free cloth (one that does not disintegrate).

NOTE: remove any excess oil after approx. 15 min. with a dry cloth and polish.

- clean bush and hands with plant turpentine.

timber

■ natural

'natural' in our vocabulary is - 'as from nature'...not oiled, not varnished ...not sealed in any way.

timber surfaces have been treated with **PRONATURE PLANT SOAP** - a hand friendly saponified formula of linseed oil and potassium.

the natural colour of the new wood will gradually mellow to an attractive silver-grey **ONLY** if fully exposed to the weather.

characteristic hairline cracks will develop on the surface and especially on the end grain as the timber ages.

tables planks are attached directly to the metal frame, with a 3mm gap between planks to allow natural lateral movement to occur.

the size of this gap will fluctuate according to the moisture of the climate.

in moist climates this gap will disappear as the planks swell and can increase in size up to 7/10mm in very dry conditions.

marginal cupping (over the width of each plank) of the planks can be anticipated exposure to moisture will initially cause the timber to roughen - this can easily be removed with the scotch brite pads. sand firmly in the direction of the grain.

- **maintenance** - 4 x a year (seasonally)
- wet the wood and use the scotch brite pads firmly in the direction of the grain to remove the dead grey surface.
- wash off the dirt and loose residue that results with clean water.
- apply the **PRONATURE PLANT SOAP** diluted with 20 parts water by brush over the entire surface and leave to penetrate for 5 min.
- this will allow the oils in this product to permeate and nourish the wood and will neutralize the bio-life forming in the cracks.
- rinse with clean water.
- wooden surfaces will gradually fade to grey colour again.

NOTE: natural timber tables will acquire oil marks from food and drink spillage a regular application of dilute PRONATURE PLANT SOAP will create a seal which will help prevent marking from foods.

- **make a dilute solution with parts water - spray or brush on and wipe off.**
- **this process should be repeated at frequent intervals.**

■ removal of food marks

- apply **PRONATURE WOOD CLEANER** full strength
- leave it to lie on the affected area then scrub with **SCOTCH BRITE PADS.**
- wash clean with water.
- these marks will eventually burn out and fade with exposure to the elements.

if you want the table to acquire an unblemished silver grey surface it is best to a cloth on the table when eating or.... not use the table at all.

stone

these surfaces are 100% natural stone.

they have been honed or acid etched to minimise reflection of sunlight.

stone is porous - they have been sealed at our factory in a way that renders them as natural looking as possible but able to prevent marking from food and drinks.

NOTE

stone surfaces are **NOT** attached to the table frames.

when correctly centred the natural weight is sufficient to prevent it from moving.

please ensure that the person cleaning the table or area around it is aware of this most breakages, especially of smaller surfaces, occur during cleaning or moving.

● IMPORTANT - make yourself acquainted with the maintenance advice.

- **limestone** - an alkyl substance i.e. spillage of an acidic substance like wine and lemon juice on unsealed stone will leave an etch mark.
- **sandstone** - a neutral substance i.e. does not react to acidic related substances, but it is very porous.

MAINTENANCE - 3 IMPORTANT STEPS

1. wipe up spillages promptly - always clean the table surface after meals with a damp cloth.
2. wash the stone often with **WATER** OR very dilute **PRONATURE PLANT SOAP**
DO NOT use harsh scouring cleaning material and strong detergents - they will compromise the life of the seal.
3. apply **BELLINZONI SPRAY POLISH** sparingly but regularly with a soft cloth.

● FREQUENCY OF APPLICATION OF SPRAY POLISH

(domestic - min. 1 x a month / commercial min. 1 x a week)

● HEAR YE NOW GOOD PEOPLE....

- hot pots ... - do not place directly on table surfaces.
- pot plants - always use a drip tray and lift and clean underneath them.
- earthenware crockery - if rough underneath they will scratch the surface if dragged across it.
- candle wax - cover with thick brown paper and apply a warm iron - the paper will absorb the wax but you will be left with an oil stain, so sorry !
- bird droppings - first moisten with water and clean with a damp cloth.
- fruit trees - avoid placing tables under these if possible or cover during fruiting season.
- wine, coffee, oil etc. - wipe these spillages when they occur and clean as recommended.

NOTE accumulated food marks are noticeably reduced by exposure to the full effects of the natural elements.

stone

NOTE stone will benefit greatly from regular (weekly) spraying with the garden hose.

this eliminates fine deposits of dirt that accumulate in the 'micro- geography' of the stone.

- wetting the stone helps to determine whether the seal is intact.
- if colour of stone remains unchanged and the water pearls in droplets on the surface = well sealed surface.
- if the stone darkens, absorbing the water = seal is compromised and starting to deteriorate.
- dry and apply **STONE SEALER. FOLLOW THIS PROCESS BELOW:**

■ resealing stone

THIS IS A WET PROCESS AND IS BEST DONE IN A SHADED, PROTECTED AREA

- **NB** remove any dirt and the residue of old sealer **BEFORE** applying a new sealer.
- you can use a strong house hold cleaner.
- apply and allow it to lie on the surface to penetrate.
- scour the whole surface and edge thoroughly with scotch brite pads in small over-lapping circular movements.
- rinse thoroughly with clean water and remove all excess water, then dry the surface with a cloth.
- apply **STONE SEALER** - this is a water based product so stone can still be damp.
- spread evenly over the whole surface with a wide sponge and wipe up excess sealant.
- apply 2nd coat of **STONE SEALER BEFORE** the 1st coat dries - this is a wet on wet process.
- allow 12 hours to cure - maintain the surface as advised.

■ moving stone

stone surfaces are **NOT** attached to the table frames for easier handling

WHEN MOVING OR RELOCATING LARGE STONE SURFACES...

- stone should be dry, they are 50% heavier and vulnerable when wet.
- stone must be evenly supported along the length when it is carried.
i.e. have enough men...or women all round.... but never 2 macho men on either end of a long one!

when transporting by vehicle - the surface should be **100%** flat on the bed of the vehicle **OR** with **100%** of the length of the stone edge flat.

use suitable protection - blankets work well.

- when moving to remote areas on dirt roads or exporting and shipping, it is advisable to crate the stone. contact us for acquiring a good quality reinforced cardboard crate from REBUL.

guarantee of quality

AT SPES NON FRACTA

'at spes non fracta'....latin for ' but my hope remains unbroken'...taken from the hope family motto.

all items made by **hope** are made as well as possible to reflect this motto. more than 20 years of the dedicated pursuit of manufacturing our products to the same quality and characteristics of the original samples have become the hallmark of our company name.

the inclusion of the natural characteristic marks in timber and stone during the selection stages is part of the process of manufacturing from natural materials and adds a subtle nuance to our products.

we believe that purchase of our products is a long term investment in carefully made functional pieces of furniture for future generations to enjoy. part of this investment is the following of the advised maintenance schedule in this document.

with care our products are capable of an indefinite period of service.

●NOTE

long periods of neglect will compromise the life span and result in the furniture requiring special attention.

●**hope** will undertake to replace or repair, at its own cost, in the first year of ownership.

1. indications of defective workmanship and materials.
2. items not withstanding normal use. i.e. sitting on our chairs, at our tables.

●**hope** will **NOT** undertake replacement or repair at its own cost if:

1. the recommended finishes for the appropriate situation are not observed at time of purchase.
2. on inspection the proposed maintenance schedule is determined to have not been followed.
3. items are deemed damaged in circumstances other than within normal and expected use.

■ all items are manufactured by **hope garden furniture cc**

4 metal road, blackheath industria, cape town, south africa,

info@hopegf.com

hope is a registered trademark.

maintenance service

.....ok, so....you didn't read the maintenance brochure when you got your furniture and you haven't followed our advice.

now it's all looking sad and neglected and you have lost the care kit...or... the spirit is strong, but the body simply weak.

... oh yes! a maintenance service is available.

● we will require the following information.

refer to our website if you can't remember.

1. description of the items, i.e. model of chair, bench or table
2. the quantity of each item.
3. the finish on the wood - natural, oiled or painted.
4. the finish on the metal frame i.e. galvanised, rusted or painted.
- 5 the surface of the table i.e. wood stone or metal

• a good picture of one of the items is useful to determine the condition, but please, no large format slide shows of your garden that could have won gold at chelsea

contact us and we will quote according to what is required.

● maintenance enquiries should be directed to info@hopegf.com
tel 021 448 7485

NOTE this service is limited to the following situations;

- the period from **APRIL TO END OF SEPTEMBER ONLY** - we will be too busy after this date making new customers happy.
- furniture at a local cape town address - unless you can get it to us from the andalucian hills, the south of france, or the italian riviera wherever you put it.

so take advantage of the winter months when you are probably not using your furniture as frequently and we are huddled round the forge keeping warm.

● **DIY**

all maintenance products can be purchased from the hope showroom and from selected hardware stores or from our online store <http://hopegf.com/shop/>
for a list of pronature stockists: <http://pronature.co.za>