KRX
MELBOURNE

Furniture Care and Warranty Manual

Operation and maintenance guidance



Care guidance and warranty information for furniture supplied by KRX Melbourne. Retain this manual with your order documents and pass it to the person responsible for using, cleaning and maintaining the furniture.

Read this manual alongside the product instructions and accepted quotation or order confirmation. These identify the supplied products, approved use and applicable warranty periods.

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KRX MELBOURNE PTY. LTD.
ACN 686 838 568 | ABN 84 686 838 568
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CARE

Care for furniture materials

Use the care instructions for the actual material and finish supplied. Where a product has its own care guide, follow that guide for any more specific requirements.

Everyday care Remove spills promptly. Use clean, soft cloths and avoid abrasive pads. Apply cleaning products to the cloth rather than directly to the furniture. Test any approved cleaner in a concealed area first.

Material	Routine cleaning	Protection
Laminate and melamine	Wipe with a soft, lightly damp cloth. Use diluted mild detergent if needed, then wipe clean and dry.	Keep edges and joints dry. Use mats for hot items. Avoid cutting directly on the surface, steam and abrasive cleaners.
Timber and veneer	Dust with a soft cloth. If needed, wipe gently with a barely damp cloth in the grain direction and dry immediately.	Protect from heat, standing water and prolonged direct sun. Use only finish-approved oils or polishes.
Metal and plastic	Use a soft cloth with water or diluted mild detergent, then dry. Remove dirt from joints and feet gently.	Avoid scouring pads, solvent cleaners and corrosive products. Do not scrape or polish powder-coated finishes.
Fabric and mesh	Vacuum gently with an upholstery attachment. Blot spills without rubbing; follow the fabric supplier's cleaning code.	Avoid saturation and unapproved stain treatments. Do not steam clean or use bleach unless the specific fabric permits it.
Leather and vinyl	Dust regularly and wipe with a soft, lightly damp cloth. Use only cleaners approved for the particular upholstery.	Avoid solvents, abrasive products and direct heat. Attend promptly to spills and dye transfer from clothing.
PET acoustic panels	Remove dust with a soft brush or low-suction vacuum. Blot small marks gently with a lightly damp cloth.	Do not soak, scrub aggressively or apply strong chemicals. Allow to dry fully before normal use.
Glass and stone	Use a soft cloth and a non-abrasive cleaner approved for that specific glass or stone. Dry after cleaning.	Protect glass edges from impact. Avoid acidic cleaners on stone. Use coasters and heat-resistant mats.

Specialist finishes, outdoor furniture, mattresses and other specialist products may require additional care. Follow the separate instructions supplied for those items. Ask KRX before using an unfamiliar cleaner or treatment.

OPERATION

Use and routine maintenance

Safe use and placement

- Use furniture only for its stated purpose, environment and rated load. Indoor furniture must remain indoors unless specifically approved for outdoor use. Do not stand or climb on tables, storage units or seating.
- Keep furniture level and stable. Use specified anchoring or anti-tip fixings. Distribute storage loads evenly and open one drawer at a time where appropriate. Keep heavy items low.
- Lift furniture using enough people and suitable equipment; do not drag it or lift it by arms, screens or cable trays. Check stability, fixings and cable clearance after relocation.

Seating and adjustable furniture

Use seating within its stated user rating. Keep hands clear of moving parts and ensure controls engage properly. For height-adjustable desks, keep the travel path and cables clear. Follow the product manual for setup and resets. Do not open gas lifts, motors or control units.

Power and data accessories

Switch off and disconnect power before cleaning where safe to do so. Keep liquids away from outlets and use a dry cloth on electrical modules. Do not overload, daisy-chain power boards or use damaged leads. Stop using faulty equipment and arrange inspection by a licensed electrician or authorised service technician. Leave fixed wiring to a licensed electrician.

Planter cabinets

Use sealed, removable pots within the supplied liner. Do not plant directly into joinery or treat the cabinet as waterproof. Prevent overwatering, remove spills promptly and inspect the liner for leaks or displacement. Keep water away from doors, panel edges and electrical accessories.

Routine checks

The following intervals are a practical starting point. Increase checks in areas with heavy use and follow any product-specific maintenance schedule.

Suggested interval	Checks and action
During routine cleaning	Look for damage, instability, loose parts, spills and damaged cables. Remove unsafe items from use and report the issue.
Every three months	Check accessible fixings, hinges, castors, glides, levelling feet, locks, drawer runners and cable supports. Adjust only as instructed; do not overtighten.
After relocation or repair	Recheck assembly, stability, any required anchoring and cable routing. Use qualified personnel for specialised mechanisms and electrical work.

Keep a simple record of significant inspections, repairs and replacement parts. Contact KRX for suitable parts and repair advice rather than making an unapproved modification.

WARRANTY

Product warranty

KRX Melbourne provides a warranty against defects in materials and workmanship under normal use for the purpose and environment specified for the product.

Warranty period	Application
5 years	Standard furniture warranty where no different product-specific warranty has been confirmed in writing.
7 years	Applies to selected products where expressly stated in the accepted quotation, order confirmation or product warranty schedule.
10 years	Applies to selected products where expressly stated in the accepted quotation, order confirmation or product warranty schedule.

Which terms apply

Check the accepted order documents for the warranty period and scope for each item, including any expressly stated component periods. A longer or otherwise different warranty agreed for a product or project remains applicable; this generic manual does not reduce it. Contact KRX if the records are unclear.

When the period starts

For supply-only orders, the warranty starts on delivery or collection. Where KRX is responsible for installation, it starts when delivery and installation of the item are completed. A different commencement date expressly agreed in the contract or order documents takes precedence.

What is covered

Manufacturing defects in the supplied product, including its structure, panels, frames, hardware and supplied accessories, are covered for the applicable period, subject to any product-specific terms agreed at sale. Installation concerns are also assessed against KRX's agreed scope, contractual obligations and applicable statutory rights.

What is excluded

The voluntary warranty does not cover ordinary wear, or natural material variation that is not a defect. Damage is excluded only to the extent it is caused by:

- Misuse, impact, overloading, neglect or use outside the specified environment or purpose.
- Excessive moisture, direct planting, heat, unsuitable cleaning products or incorrect care.
- Incorrect third-party assembly, handling, repair or alteration, or external events such as flooding, fire or a faulty site power supply.

These exclusions do not remove rights under the Australian Consumer Law or any other rights that cannot lawfully be excluded. Those rights may continue beyond the stated warranty period.

AFTER SALES

Warranty claims and support

Make a claim Contact KRX promptly after identifying a fault. Stop using the item if it may be unsafe, and retain it for assessment. You do not need to return a bulky item before contacting us.

Email your invoice or order reference, product name or item code, delivery or installation date, site location, a description of the issue and clear photographs. Include your contact details and the date the issue was first noticed. Other reasonable proof of purchase is accepted.

Assessment and remedy We will review the information and arrange any necessary inspection. For a valid voluntary warranty claim, KRX will repair the fault, replace the affected component or replace the product, as appropriate. Any stronger contractual or statutory entitlement remains available. A repair or replacement continues for the remaining original warranty period, without limiting statutory rights.

Claim expenses KRX bears the reasonable costs of assessing and remedying a valid warranty claim, including necessary transport. Contact us to arrange the work or transport first. To request reimbursement of reasonable claim expenses, send receipts and details to the email below. We will explain any proposed non-warranty charge and obtain agreement before chargeable work proceeds.

Contact KRX Melbourne

KRX MELBOURNE PTY. LTD. | ACN 686 838 568 | ABN 84 686 838 568

Email: sales@krxmelbourne.com | Phone: 03 6339 2373
Website: www.krxmelbourne.com

Australian Consumer Law

The benefits of this warranty are in addition to other rights and remedies available under law. The applicable statement below depends on whether the order is for goods only or for goods and services.

Goods only

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Goods and services

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods.

If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion.

You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.