

Tapir Works Warranty



TAPIR WORKS



+66 02 006 6099
+66 84 269 4194



info@tapirworks.com
www.tapirworks.com



405, Floor 4, Room 4-14A
Debaratna Road, Bangna Nua
Bangna, Bangkok 10260 TH

Dear Valued Customer,

Our products are covered by a **two-year warranty** from the date of delivery, applicable only to manufacturing defects. The warranty period starts from the date printed on your delivery order. Proof of delivery may be requested when claiming warranty service.

This warranty is **non-transferable** and applies solely to the original purchaser. After inspection and approval by Tapir Works, defective or unusable parts will be repaired or replaced free of charge during the warranty period.

Exclusions and Natural Variations

This warranty does not cover natural characteristics or variations that do not constitute manufacturing defects, including but not limited to:

- Variations in wood color, grain, knots, or natural marks
- Changes in color under ambient or artificial light
- Slight dimensional changes due to humidity or dryness
- Specific textile features arising from fabric composition or weaving techniques (e.g., "staple" or "streaked" effect, "crumpled" linen, "spotted" or "curl" effects, "light/dark" or "imprint" effects in velvets and chenille)
- Color differences between production lots of fabric, sling, or spunpoly compared to samples or previously produced items

Exclusions Due to Use or External Causes

This warranty does not extend to:

- Damage caused by incorrect installation, misuse, accidents, falls, impact, fire, natural disasters, or other external factors
- Defects resulting from disassembly, modification, or repairs by anyone other than authorized Tapir Works personnel
- Damage arising from improper care, poor maintenance, or non-compliance with product care recommendations

For proper maintenance, please consult our Product Care Guide for guidance on the correct use and upkeep of your furniture.

Warranty Claims and Further Assistance

If you have any doubts or need more information, please contact the sales consultant at the point of purchase. For matters not expressly covered by this policy, applicable legal provisions shall prevail.

Your Sincerely

Tapir Works

Offering only-best-quality & Refined design products



IG: @TAPIRWORKS

Maintenance & care



TAPIR WORKS



+66 02 006 6099
+66 84 269 4194



info@tapirworks.com
www.tapirworks.com



405, Floor 4, Room 4-14A
Debaratna Road, Bangna Nua
Bangna, Bangkok 10260 TH

Powder coated aluminium

- Clean easily with a sponge and clean water.
- For stubborn dirt, use mild soap or dishwashing liquid with a soft-bristle brush.
- Avoid strong detergents or scouring agents.
- Rusty condensate running out of furniture tubes is normal: remove the end caps, allow to dry, spray corrosion inhibitor, and replace the caps.
- Light surface scratches over time are normal — the coating still protects the metal. Use car polish to make scratches less visible.

Rope

PP Rope (Polypropylene Rope)

- Prepare a mild soapy water solution.
- Clean gently: Use a sponge or very soft-bristle brush to lightly scrub the surface.
- Rinse thoroughly to remove all soap residue.
- Blot excess moisture with a clean, soft towel or sponge.
- Wet vacuum or repeat blotting to remove excess water.
- Repeat as needed until the stain is gone.
- Extra tip: PP rope is more porous than PVC and can hold moisture, so ensure thorough drying to prevent mildew.

PVC Rope (Polyvinyl Chloride Rope)

- Prepare a mild soapy water solution.
- Wipe rather than scrub: PVC rope has a smoother, less absorbent surface, so wiping with a sponge is usually enough.
- Rinse thoroughly to remove all soap residue.
- Blot excess moisture with a clean, soft towel or sponge (dries faster than PP).
- Repeat as needed until the stain is gone.
- Extra tip: PVC rope is less prone to absorbing liquids but can scratch if scrubbed too hard, so always use soft materials.

Key differences:

PP Rope: Slightly softer, more porous, needs careful drying and can tolerate gentle scrubbing.

PVC Rope: Smoother, less absorbent, cleans easily with wiping but should avoid abrasive scrubbing.



IG: @TAPIRWORKS

Maintenance & care



TAPIR WORKS



+66 02 006 6099
+66 84 269 4194



info@tapirworks.com
www.tapirworks.com



405, Floor 4, Room 4-14A
Debaratna Road, Bangna Nua
Bangna, Bangkok 10260 TH

Fabric

Olefin Fabric (Solution-Dyed Polypropylene)

- Brush off loose dirt first.
- Cleaning solution: 1/4 cup (62.5 ml) mild soap per 4 liters (16 cups) of lukewarm water (below 38°C).
- Clean gently: Use a soft cloth or sponge (olefin is less absorbent and releases dirt easily).
- Rinse thoroughly to remove all soap residue.
- Allow to air dry.
- Generally resists fading and moisture, so retreatment is rarely needed.
- Parasols or cushions can be rinsed with a hose while still on the frame and left open to dry.

Acrylic Dyed Fabric (Solution-Dyed Acrylic)

- Brush off loose dirt first.
- Cleaning solution: Same ratio (1/4 cup mild soap per 4 liters lukewarm water).
- Clean with a soft-bristle brush (acrylic fibers can hold onto dirt more than olefin, so light brushing helps).
- Rinse thoroughly to remove all soap residue.
- Allow to air dry.
- May require retreatment (with a fabric protector) over time to maintain water repellency.
- Parasols can be rinsed with a hose while still on the frame and left open to dry.

Key differences:

Olefin: Lower water absorption, faster drying, better chemical resistance, typically no retreatment.

Acrylic: Softer hand feel, slightly more absorbent, may need water-repellent retreatment after a few seasons.

Sling (plastic mesh)

- Wipe with soapy water and dry with a soft cloth.
- Never use cleaners containing solvents, as they can damage the surface finish.
- Protect against UV damage to extend the life of the fabric — store indoors during winter or use a sunshade/cover when not in use.

Wicker (synthetic weave)

- Wipe with a damp cloth and mild soap.
- For deeper cleaning, use a wicker cleaner and a soft/medium brush.



IG: @TAPIRWORKS

Maintenance & care



TAPIR WORKS



+66 02 006 6099
+66 84 269 4194



info@tapirworks.com
www.tapirworks.com



405, Floor 4, Room 4-14A
Debaratna Road, Bangna Nua
Bangna, Bangkok 10260 TH

Tops

Aluminium Tops

- **Cleaning:** Wipe regularly with a soft cloth and clean water.
- **Stubborn dirt:** Use mild soap or dishwashing liquid with a soft sponge or cloth.
- **Avoid:** Harsh abrasives, scouring pads, or highly alkaline/acidic cleaners that can damage the powder coating.
- **Tip:** Rinse thoroughly and dry to prevent water spots.

Ceramic Tops

- **Cleaning:** Use a soft cloth or sponge with mild soap and warm water.
- **Avoid:** Abrasive powders, metal brushes, or acid-based cleaners that may etch or dull the surface.
- **Stains:** For stubborn marks, use a pH-neutral cleaner or diluted baking soda paste.
- **Tip:** Wipe up spills quickly (especially oils, wine, or acidic liquids) to prevent staining.

Synthetic Stone Tops (e.g., Composite Stone / Sintered Stone)

- **Cleaning:** Mild soap and warm water with a soft cloth.
- **Avoid:** Highly acidic or alkaline cleaners; scouring pads may scratch the surface.
- **Tip:** Use coasters and placemats to protect from scratches or discoloration over time.
- **Maintenance:** Usually no sealing required, but check manufacturer's guidelines.

Natural Wood Tops (e.g., Teak, Iroko)

- **Cleaning:** Brush off dust and clean with mild soap and water using a soft brush.
- **Maintenance:** Wood weathers naturally to a silvery grey. Apply teak oil or wood sealer periodically if you wish to maintain the original color.
- **Tip:** Store indoors or cover during heavy rain to extend life; always allow wood to dry fully before covering.
- **Avoid:** Harsh chemical cleaners or pressure washing.

Synthetic Wood Tops (e.g., Polywood, WPC)

- **Cleaning:** Wash with mild soap and water using a soft sponge or cloth.
- **Avoid:** Abrasive pads or harsh solvents.
- **Tip:** Synthetic wood is low-maintenance — no oiling or sealing required.
- **Stains:** For stubborn marks, use a soft-bristle brush with mild soap, then rinse thoroughly.



IG: @TAPIRWORKS