

# Kingsley Bate FAQ's

## CARE AND MAINTENANCE

### TEAK - GRADE A

(See below for rustic and reclaimed teak)

How does teak wood weather?

Teak wood furniture, when exposed to the outdoors, will form a handsome silver-gray patina. This process will take approximately nine months, depending on the amount of sunlight and rain exposure. (The weathering process will occur faster in moist climates and slower in dry climates.) The end result is furniture with a timeless appeal.

During the weathering process you may notice "checking" or small cracks that appear in the wood. This is perfectly natural, as wood expands and contracts slightly when left outdoors. Checking is cosmetic only and in no way affects the structural integrity of the furniture. Checking is not covered by warranty.

A lifting of the grain may occur on the top edges of the arms and legs. The grain will return to its original smooth finish after the initial weathering process. To aid this process, simply clean the furniture with a soft bristle brush or sponge as indicated in our cleaning instructions.

Water spots or other discoloration may also occur during the weathering process. These will even out with time and with periodic cleaning, the furniture will achieve a uniform silver-gray.

Do I need to clean my teak furniture before using it the first time?

Yes. Before placing cushions on your teak furniture, remove any dust from manufacturing by wiping the furniture with a damp cloth. Teak has oil that occurs naturally in the wood. Expect some of this oil to bleed out following the first few rainfalls. In order to protect your cushions, bring them inside before the furniture gets wet. Stains from teak oil are not covered under warranty. Also, to protect your sling furniture, move sling chairs out from under teak tables for the first few rainfalls. Once the furniture has begun to form a silver-gray patina, it is no longer necessary to bring the cushions indoors or move sling chairs. This information also applies to fabric umbrella canopies used on teak umbrella frames.

How should I clean my teak furniture?

The only maintenance necessary for your furniture is periodic cleaning. First, hose down the furniture with fresh water. Avoid spraying the teak with a high pressure hose, as high pressure can erode the surface of the timber. Next, scrub the wet furniture using a soft bristle brush and a solution of 2/3 cup laundry detergent and 1/4 cup bleach in 1 gallon of warm water. When finished, rinse the entire piece with more fresh water to remove any remaining cleaning solution. This procedure is sufficient for general cleaning. For more difficult stains we recommend using Kingsley Bate Teak Cleaner. This will remove the silver-gray patina and restore the furniture to a golden brown color.

How can I protect my teak table from food and drink stains?

Kingsley Bate's Teak Shield is a completely transparent product that makes it difficult for stains from red wine, salad oil, and coffee to penetrate wood, so that fresh spills can be wiped away with a damp cloth. Teak Shield can be used on clean, naturally weathered wood, or on furniture that has been treated with our Teak Protector. We recommend applying it two or more times per year depending on use and exposure.

Do I need to bring my cushions indoors when it rains?

Teak has oil that occurs naturally in the wood. Expect some of this oil to bleed out following the first few rainfalls. In order to protect your cushions, bring them inside before the furniture gets wet. Stains from teak oil are not covered under warranty. Once the furniture has begun to form a silver-gray patina, it is no longer necessary to bring the cushions indoors.

How can I prevent my teak from turning silver-gray if I want to maintain the golden brown color?

If you prefer to keep your teak wood a golden brown color, we recommend using Kingsley Bate Teak Protector. This is a purely cosmetic application. The product will maintain the golden brown color for approximately one season and can be reapplied as needed. You should wait two weeks before applying the protector to newly assembled furniture. We strongly recommend you try it on a small area of your furniture first--such as the back of a leg or the underside of a chair-- to ensure you like the results before applying it to the entire piece.

How often must I apply the Kingsley Bate Teak Protector product?

Kingsley Bate Teak Protector should be applied seasonally, or when you begin to see the teak changing color. Please note that using Teak Protector is not required and is a cosmetic application only. The only function of the Teak Protector is to prevent the teak from forming a silver gray patina during the weathering process.

Is it okay to oil my teak furniture?

Kingsley Bate does not recommend oiling teak furniture or the use of oil based products. If done improperly, oiling can cause mildew or irregular coloring and is not covered under warranty.

How should teak furniture be stored for the winter?

Teak furniture may be left outside all year round without an outdoor furniture cover. Snow and freezing temperatures will not harm the furniture. If you prefer to store your furniture, we recommend doing so in a dry, unheated garage or garden shed.

How should I care for teak if it's used indoors?

If you choose to use your furniture indoors, we suggest that you periodically apply a thin coat of paste wax, (i.e., Briwax or Johnson's Wax). Doing so provides the teak with additional protection from natural body oils, dust, and dirt that may come in contact with the furniture.

What are the black dots on my teak furniture?

Although teak wood itself will not mildew, mildew sometimes grows on dirt and other foreign substances that are not removed from the wood. This occurs more commonly in warm, humid climates.

If this happens, follow the standard cleaning instructions immediately. Do not let the mildew remain on the wood for too long. Doing so could cause stains on the wood that are difficult to remove.

How can I prevent mildew on my teak furniture?

We recommend periodically cleaning the surface of your teak to remove environmental deposits that could promote mildew growth. Teak Shield has also been shown to impede mildew growth.

Should furniture with slings be stored in freezing temperatures?

Yes, we do recommend storing or covering furniture with slings in freezing temperatures. The upholstery (sling) should not be exposed to snow or ice, as this may result in damage. The best place to store furniture is a dry garage, garden shed, or basement. If furniture covers will be used, they should allow for proper ventilation.

# TEAK - RUSTIC

What is rustic teak?

Rustic teak furniture is prized for its unique character. Unlike Kingsley Bate products made from unblemished Grade A teak, rustic wood will contain nicks, splits, cracks, knots, and other imperfections that are an inherent part of the furniture design. Finishes are hand applied and some slight color variation is normal. These attributes are intentional and give each piece its own unique character.

By its nature, rustic teak wood planks may be somewhat uneven and may cup or bow over time due to changes in temperature or humidity. We believe this only enriches the furniture's rustic appeal and is not covered by warranty.

What collections are made with rustic teak?

The Tuscany and Provence collections are made predominately from rustic teak wood. Other collections, like Paris and Spencer, have rustic teak accents.

Can I purchase rustic collections without rustic features?

The rustic features are an intentional feature of the design. If you prefer not to have these elements, we recommend you purchase a Kingsley Bate product made from Grade A teak, such as the Wainscott table, and allow it to weather naturally.

Is rustic wood kiln dried?

Yes. The wood is kiln dried to improve the stability of the timber.

Can rustic collections be used outdoors, in full exposure to sun and rain?

Yes. The finish applied by the factory is an outdoor finish. To prolong the life of the finish, we recommend using furniture covers when the furniture is not in use, or using the furniture in a covered area.

Note: If left uncovered, the finish on the wood will start to wear away after a season of use. Once it wears away, exposing unfinished teak to the elements, the wood will begin to acquire the beautiful gray patina that is typical of untreated teak.

Can I purchase a Provence or Tuscany dining table with an umbrella hole?

Provence and Tuscany tables in the Gray or Pewter finish do not accommodate an umbrella, as they were designed as faithful reproductions of antique furniture. For shade, we recommend using either a free standing or cantilever umbrella. Tuscany dining tables in the Natural (N) finish do accommodate an umbrella. See specific product pages for size information.

How long will the factory finish last when the furniture is fully exposed to the elements?

When exposed to the elements, the factory applied finish will start to wear away after approximately a season of use. Once this occurs, and the unfinished teak is exposed, the furniture will weather naturally and acquire the gray patina that is characteristic of untreated teak. It is important to note that the finish will not necessarily wear away in a perfectly even fashion during the weathering process.

Can I restore the original finish once it has worn away?

The finish is professionally applied through a multi-stage antiquing process. It is therefore not possible to restore the original finish once it has begun to wear away.

We recommend allowing the finish to naturally wear away completely. Once it does, and the unfinished teak is exposed to the elements, the wood will weather and form the gray patina that is characteristic of untreated teak. It is important to note that the finish will not necessarily wear away in a perfectly even fashion during the weathering process.

How can I protect my rustic teak furniture from food and drink stains?

The finish applied to rustic collections is water based and does not contain stain resistant properties. To help protect your furniture from food and drink stains, we recommend using Kingsley Bate's Teak Shield. Teak Shield is a completely transparent product that

makes it difficult for stains from red wine, salad oil, and coffee to penetrate wood, so that fresh spills can be wiped away with a damp cloth. We recommend applying it two or more times per year depending on use and exposure. For galvanized steel table tops on Provence tables, any spills should be wiped immediately while fresh to prevent stains.

How should I clean rustic teak furniture?

For light cleaning, wipe down the furniture using warm water and a soft cloth.

For moderate cleaning, add 1 teaspoon of liquid dish soap to 1 quart of warm water, and wipe with a soft cloth. Rinse the table using a low hose pressure to remove any extra soap and allow to air dry. Do not clean furniture with abrasive pads, brushes or cleansers as this can damage the finish.

The same instructions apply to galvanized steel table tops.

Can rustic teak furniture be touched up?

For teak portions, small chips or scratches can be repaired using Kingsley Bate's touch-up kit. For Provence galvanized steel table tops, small chips or scratches should be touched up immediately using Kingsley Bate's touch up kit to prevent corrosion.

How should rustic collections be stored for the winter?

We recommend storing in a dry, unheated garage or shed, or beneath ventilated/breathable furniture covers. Clean and dry the furniture thoroughly before storing.

## TEAK - RECLAIMED

(Brussels and Valhalla collections)

**What material is used in the manufacture of the Brussels/Valhalla collections?**

Each piece is constructed from reclaimed teak wood.

**Tell me more about the characteristics of the reclaimed teak.**

Unlike Kingsley Bate products made from unblemished Grade A teak, reclaimed wood will contain grooves, knots, splices, cracks and other rustic features. These attributes are intentional and give each piece its own unique character.

**Can I purchase a Brussels/Valhalla item without rustic features?**

The rustic features of reclaimed teak are an intentional feature of the design. If you prefer not to have these elements, we recommend you purchase a Kingsley Bate product made from Grade A teak, such as the Wainscott table, and allow it to weather naturally.

**Is reclaimed wood kiln dried?**

Yes. The wood is kiln dried to improve the stability of the timber.

**Can Brussels/Valhalla items be used outdoors, in full exposure to sun and rain?**

Yes. The gray wash applied by the factory is a commercial grade, outdoor finish with a 1 year warranty. To prolong the life of the finish, we recommend using furniture covers when the furniture is not in use, or using the furniture in a covered area.

**Can I purchase a Brussels or Valhalla table with an umbrella hole?**

Neither Brussels nor Valhalla tables accommodate an umbrella, as they were designed as faithful reproductions of antique furniture. For shade, we recommend using either a free standing or cantilever umbrella.

#### **What finish is on the Brussels/Valhalla collections?**

A commercial grade outdoor stain made by Rubio Monocoat. The finish is made from natural plant oils and pigments, is low VOC, and is stain resistant.

#### **How long will the factory finish last when the furniture is fully exposed to the elements?**

When exposed to the elements, the factory applied gray wash will wear away after approximately one or two seasons of use. Once this occurs, and the unfinished teak is exposed, the furniture will weather naturally and acquire the gray patina that is characteristic of untreated teak. It is important to note that the finish will not necessarily wear away in a perfectly even fashion during the weathering process.

Can I restore the original finish once it has worn away?

The gray finish on Brussels/Valhalla is professionally applied through a multi-stage antiquing process. It is therefore not possible to restore the original finish once it has begun to wear away.

To achieve a similar appearance, we recommend allowing the finish to naturally wear away completely. Once it does, and the unfinished teak is exposed to the elements, the wood will weather and form the gray patina that is characteristic of untreated teak. The naturally weathered wood will be reminiscent in appearance to the original gray wash finish.

It is important to note that the finish will not necessarily wear away in a perfectly even fashion during the weathering process. When the full transformation has taken place, you may apply Kingsley Bate Teak Shield to help prevent stains.

#### **Will the furniture be stain resistant once the original finish wears away?**

No, however you can help prevent stains by applying Kingsley Bate Teak Shield. Teak Shield is a transparent, water-based product that allows you to wipe up fresh spills. The Teak Shield product should only be applied after the original finish has completely worn away.

#### **How should I clean Brussels/Valhalla furniture?**

For light cleaning, wipe down the furniture using warm water and a soft cloth.

For moderate cleaning, add 1 teaspoon of liquid dish soap to 1 quart of warm water, and wipe with a soft cloth. Rinse the table using a low hose pressure to remove any extra soap. Alternatively, you may use Rubio Monocoat's Exterior Soap following the instructions on the label.

Can Brussels/Valhalla furniture be touched up?

Small chips or scratches can be repaired using Kingsley Bate's touch-up kit.

#### **How should Valhalla/Brussels furniture be stored for the winter?**

We recommend storing in a dry, unheated garage or shed, or beneath furniture covers.

## OSLO DINING TABLE

For light cleaning, wipe down the furniture using warm water and a soft cloth.

For moderate cleaning, add 1 teaspoon of liquid dish soap to 1 quart of warm water, and wipe with a soft cloth. Rinse the table using a low hose pressure to remove any extra soap and allow it to air dry. Do not clean furniture with abrasive pads, brushes or cleansers as this can damage the finish.

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The Oslo painted finish is hand applied and can easily be touched up or repainted once it wears away; touch up paint will be included in carton.

Customer can repaint table with any exterior-grade paint they choose; to closely match the existing Oslo color, Kingsley Bate recommends having paint color matched at a local paint store

**IMPORTANT:** Kingsley Bate believes repainting Oslo tables can produce excellent results which closely match the original finish. Due to a variety of different refinishing techniques, Kingsley Bate cannot guarantee customers will be happy with final results. Therefore, refinishing should be done at one's own discretion.

## STAINLESS STEEL FURNITURE

How should I clean my stainless steel furniture?

The recommended method for cleaning depends on the type of finish:

For the standard stainless steel finish

Using fresh water, rinse the frame thoroughly at a high hose pressure. Be careful to avoid any teak details on the furniture as the high pressure can erode the surface of the timber.

For more thorough cleaning, wash the stainless steel with mild detergent and warm water using a soft cloth or sponge. Always wipe with the directional grain of the steel, not across it. After washing, rinse with fresh water and dry thoroughly.

For finger prints or smudges, you may wish to use a stainless steel cleaner. Always read the manufacturer's instructions carefully before applying a stainless steel cleaning product. For more stubborn cleaning or brown surface spots, follow the instructions above, replacing the cloth or sponge with a fine grit non-metallic abrasive pad such as Scotch-Brite®. Never use abrasive cleaners, steel wool pads, highly abrasive cloths, or an industrial pressure washer.

For the electropolished stainless steel finish

Using fresh water, rinse the frame thoroughly at a high hose pressure. Be careful to avoid any teak details on the furniture as the high pressure can erode the surface of the timber.

For more thorough cleaning, wash the stainless steel with mild detergent and warm water using a soft cloth or sponge. After washing, rinse with fresh water and dry thoroughly.

For finger prints, smudges, or brown surface spots, you may wish to use a stainless steel cleaner. Always read the manufacturer's instructions carefully before applying a cleaning product. Do not use any pads, brushes or abrasive materials on the electropolished surface. Extra care should be used to avoid scratching the finish, as doing so can make the steel more susceptible to corrosion.

Will stainless steel rust?

Stainless steel is resistant to corrosion, however infrequent cleaning can lead to small brown spots appearing on the surface of the steel. These spots are cosmetic only and in no way affect the structural integrity of the furniture. This condition is considered normal for all types of outdoor stainless steel products—furniture, BBQ grills, patio heaters, etc.—and is not covered by warranty. Proper cleaning will help restore the steel to its original appearance.

Will stainless steel heat up in the sunlight?

Yes.

How should stainless steel furniture be stored for the winter?

Kingsley Bate recommends that stainless steel furniture be stored for the winter in climates exposed to snow and freezing temperatures. Furniture must be stored in an upright position to allow for proper water drainage. Storing furniture upside-down may cause water to accumulate and freeze inside the frame, causing structural damage. Always thoroughly clean your furniture before placing in storage. The best place to store your furniture is a dry garage, garden shed, or basement.

## ALUMINUM FURNITURE

What collections are offered in aluminum?

Currently, the Naples collection is offered in aluminum. Most of Kingsley Bate's woven furniture collections have an aluminum frame beneath the wicker fiber.

How should I clean my aluminum furniture?

For basic cleaning, hose down the aluminum frame with water and allow it to air dry. For moderate cleaning, wash the aluminum with a soft cloth or sponge and a solution of 1 teaspoon liquid dish soap in 1 quart of warm water. Rinse thoroughly with a low pressure hose to remove any soap. Allow the furniture to air dry. Do not clean the furniture with abrasive pads, brushes or cleansers. Use care to avoid scratching the powdercoat finish.

Will aluminum rust or corrode?

No. Aluminum is rustproof and suitable for use poolside and near salt water.

Can aluminum furniture be touched up?

Small chips or scratches can be repaired using Kingsley Bate's touch-up kit.

How should aluminum furniture be stored for the winter?

Kingsley Bate recommends that aluminum furniture be stored indoors for the winter in climates exposed to snow and freezing temperatures or ventilated/breathable furniture covers may be used. If stored indoors, the furniture must be stored in an upright position to allow for proper water drainage. Storing furniture upside-down may cause water to accumulate and freeze inside the frame, causing structural damage. Always thoroughly clean your furniture before placing in storage. The best place to store your

furniture is a dry garage, garden shed, or basement.

## WOVEN FURNITURE

How does woven furniture weather?

Our all-weather wicker fiber is environmentally friendly and highly resistant to fading, cracking or tearing even after years of use. Fibers have variegated tones, textures and/or matte finishes for an incredibly natural, authentic appearance

Does woven fiber color vary?

We use strict quality control standards to help ensure consistent color of our all-weather wicker fiber. Colors and color-blends may vary slightly from unit-to-unit due to subtle differences in dye lots, the use of variegated fibers, and the hand-woven nature of the furniture.

How should the woven furniture be cleaned?

To clean your woven furniture, rinse the frame with fresh water using a high hose pressure. Be careful to avoid any teak details on the furniture as the high pressure can erode the surface of the timber. Optionally, you may wash the woven material with mild detergent and warm water using a soft brush. After washing, rinse with fresh water until there are no soap bubbles remaining. Allow the furniture to air-dry. If using a specialty outdoor furniture cleaner, avoid using a foaming product, as foam cleaners can leave residue in the gaps of the weaving and later attract dirt.

How should woven furniture be stored for the winter?

Kingsley Bate recommends that woven furniture be stored for the winter in climates exposed to snow and freezing temperatures. Furniture must be stored in an upright position to allow for proper water drainage. Storing furniture upside-down may cause water to accumulate and freeze inside the frame, causing structural damage. Always thoroughly clean your furniture before placing in storage. The best place to store your furniture is a dry garage, garden shed, or basement. You may also store your woven furniture outdoors using furniture covers.

## CUSHIONS, SLINGS, UMBRELLA CANOPIES AND FURNITURE COVERS

Do I need to bring my cushions indoors when it rains?

Teak has oil that occurs naturally in the wood. Expect some of this oil to bleed out following the first few rainfalls. In order to protect your cushions, bring them inside before the furniture gets wet. Stains from teak oil are not covered under warranty. Once the furniture has begun to form a silver-gray patina, it is no longer necessary to bring the cushions indoors. This information also applies to umbrella canopies.

What should I do if my cushion becomes saturated with water?

If your cushion becomes saturated with water, unzip the cushion and stand it on its edge in a dry, sunny location. The zipper-side should be facing down to allow the water to drain through the opening. Cushions will typically dry in 24-48 hours depending on the level of saturation and the weather conditions during the drying process.

When cushions are not being used, you may also wish to stand them on edge within the furniture frame. Doing so will reduce the surface area exposed to the rain and allow for faster drying.

How should I clean my cushions or umbrella canopy?



Kingsley Bate cushions and umbrella canopies are made with either Sunbrella® or Outdura® fabrics, a 100% solution-dyed acrylic. The fabric should be cleaned regularly before environmental deposits such as dirt, etc., are allowed to accumulate and become embedded. To clean the fabric, simply brush off any loose dirt, and then clean briskly with a sponge using fresh water and a mild natural soap (Woolite® is acceptable). Water temperature should be no more than 100° F (37° C), as acrylic fiber is heat sensitive at high temperatures. Do not subject the fabric to excessive heat as it will shrink. Do not steam press, iron, or dry in electric or gas dryers.

Sunbrella and Outdura Fabrics are treated with a fluorocarbon finish that acts as a sealant, making it resistant to water and stains. If you use liquid detergent instead of a natural soap to clean your cushions, it may be necessary to reapply the water repellent treatment to the fabric. We recommend using 303 Hi Tech Fabric Guard or a similar product. Always follow the manufacturer's instructions.

How do I remove more difficult cushion stains?

For more difficult stains, use a fabric spot remover. You may also contact the Kingsley Bate customer service department for additional recommended cleaning solutions for specific stains like wine, coffee or paint. Although solution-dyed acrylic does not promote mildew growth, mildew may grow on dirt and other foreign substances that are not removed from the fabric. To clean mildew stains, prepare a mild solution of one cup bleach and two capfuls of natural soap per gallon of water. Spray on the entire affected area and allow to soak in. If necessary, scrub vigorously with a sponge or clean cloth.

After cleaning, rinse the cushion thoroughly with fresh water to remove any soap or cleaner residue, and allow to air dry. If the cushion is saturated with water, unzip the cushion and stand it on its edge in a dry, sunny location.

Can I remove the fill from my cushions and put the fabric covers in my washing machine?

Kingsley Bate strongly recommends that you do not remove the fill from your cushions when cleaning the cushion fabric. Instead, clean the cushions with the fill in place. Most cushions are 'stuffed' using specialized machinery, and it is not always possible to re-stuff the cushions by hand and achieve a professional, finished appearance.

Can I leave my cushions outside all year round?

Cushions should be stored for the winter in climates exposed to snow and freezing temperatures. Cushions should be cleaned and allowed to air dry before placing into storage. Always store cushions in a dry, well ventilated area.

Is quick-drying foam (also known as 'reticulated' or 'open-cell' foam) available from Kingsley Bate?

Kingsley Bate cushions are constructed from urethane foam, the industry standard for outdoor cushions. Quick-drying foam allows for faster drainage of water should cushions become saturated, and is available by special order for an additional charge. (See Also: "What should I do if my cushion becomes saturated with water?") Due to its special construction, quick-drying foam tends to "sit" much firmer than urethane foam, and its structure breaks-down more rapidly.

The fabric on my cushion/pillow is pilling - is this normal?

Through normal use and wear, the surface of acrylic fabrics on cushions and pillows will sometimes pill. Pilling is not covered under warranty.

Although purely aesthetic, pills can easily be removed by using an inexpensive pill removing tool, such as the Gleener Ultimate Fuzz Remover made by Gleener. When using a pill removing tool, always follow the tool manufacturer's instructions.

Please note that pilling may be worsened if pets are allowed on the furniture, as their nails tend to loosen short fibers of the textile, which then pill.

How should I clean my fabric slings?

To clean fabric slings, prepare a solution using 1 tbsp. liquid dish detergent and 2 tbsp. bleach mixed in 1 gallon of fresh warm water. Clean the fabric using a sponge or soft cloth dipped in the solution. Be careful to avoid getting this solution on the teak or stainless steel furniture frame. After cleaning, rinse the fabric thoroughly with fresh water and allow it to air dry.

How do I remove stains from my slings?

Most common stains can be removed by cleaning promptly with warm water and strong detergent. For more stubborn stains, use the following treatments:

-Suntan lotion, oils, or grease: Rubbing alcohol

-Mildew: Use strong liquid detergent with warm water and chlorine bleach.

-Beer and coffee: Use strong liquid detergent with warm water and white vinegar.

-Berry juices, wine, or blood: Use strong liquid detergent, warm water and ammonia.

Will suntan lotion or oil damage my fabric sling?

You should avoid putting your sling fabric in direct contact with oil-based products, which may cause the fabric to discolor or age more rapidly. If direct contact occurs, clean the fabric promptly to remove any lotion or oil residue.

How should I clean my furniture covers?

Furniture covers should be cleaned regularly before environmental deposits (dirt, etc.) are allowed to accumulate and become embedded in the fabric. We recommend spot cleaning furniture covers. Start by brushing off any loose dirt/debris, then clean using a sponge, fresh water, and mild soap.