

SACCARO CARE AND MAINTENANCE INSTRUCTIONS



saccaro®

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1 CARE AND MAINTENANCE INSTRUCTIONS

You are receiving a Saccaro product made with the dedication and talent of many hands. We created this unique piece to value spaces and we wish it brings you the best experiences to your habitat.

Taking close attention to the instructions of this manual you can assure a long life to your product.

2 MATERIALS

2.1 IN DOOR



2.1.1 Wood

Being a natural material, the wood can present visual variations from one piece to the other, such as differences in the grains and tonality.

Overtime, all wood reacts to the use and weather conditions, and may suffer alterations in its natural appearance. In the case of complementing your orders, keep in mind that that the color differences from the new products tend to stabilize with time, especially if the products are placed in the same ambiance.

Small imperfections are normal features of the wood, and, therefore, light cracks and warps can occur, varying according to the temperature and humidity of the places where they are exposed, in very dry areas this can increase. This movement of the wood is common and does not cause damages to the structure of the products.

The cleaning of the wooden products must be done daily with a soft and clean dry cloth, always following the grains direction. For deeper cleaning, a water and neutral detergent solution can be applied. Afterwards, dry with a soft and clean cloth, always to the direction of the grains. Be careful not to apply much strength, avoiding scratching the surface.

Never use alcohol, bleach, furniture polish, abrasive products, steel sponge or similar. Avoid leaving the products exposed to the sun or humidity.

2.1.2 Natural fibers

Due to its characteristics, the natural fibers can present differences in the thickness and tone color of the weaving in the same product and from one product to the other. The presence of small lint is normal in natural fiber weavings, just as small imperfections also typical from this material or from the handmade work used for its preparation. Due to the nature of the material, it is absolutely normal some degree of noise, flexibility and movement when the product is in use. When new and stored in closed spaces, the furniture in natural fiber can present a characteristic smell, resulting of the materials used in its conception. To ease this situation, avoid leaving the furniture packed or without ventilation, seeking always to leave them in airy spaces.

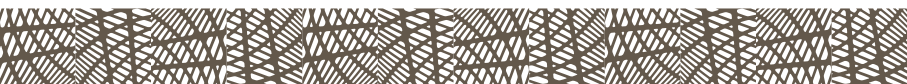
We recommend to clean it weekly, using a soft bristles brush of dry cloth. Never use a damp cloth, alcohol, furniture polish, abrasive products, steel sponges or similar. Avoid leaving the products exposed to the sun or humidity.

2.1.3 Matte and Glossy Lacquers

The matte lacquer is a finish coating with a silky touch. The glossy lacquer has a smooth texture and soft touch, being delicate and sensitive to scratches and hits. Since this finish reflects light, small imperfections of the surface can be highlighted.

The cleaning of the lacquer finishes, both matte and glossy, must be done daily with a soft, clean and dry cloth, always in circular movements. For deeper cleanings, apply a water and neutral soap. Afterwards, dry with a soft and clean cloth.

Never use alcohol, bleach, furniture polish, abrasive products, steel sponge or similar. Avoid leaving products with this type of finish exposed to the sun.



2.1.4 Epoxy finish metals and special metals

Remove the dust daily with a dry and soft cloth. Use a cloth damped in water and neutral soap to remove grease or finger marks. Immediately dry with a soft cloth.

If the painting has a glossy finish, an automotive wax can be used periodically, to reactivate the shine. For this process use a clean white cloth.

Do not use products such as, thinner, gasoline, kerosene, alcohol, bleach solutions, brushes or others. Be careful during the cleaning of the aluminum or/and steel with epoxy painting, to not contact cleaning liquids with other parts of the furniture. Never use abrasive products.

2.1.5 Stainless Steel

Remove the dust daily with a soft dry cloth. Use domestic use alcohol to remove grease stains or finger marks. Afterwards, use a dry and soft cloth to polish. To recover the shine, use special stainless-steel cleaning products, according to the recommendations of the manufacturer.

Do not use products such as, thinner, gasoline, kerosene, alcohol, bleach solutions, brushes or others. Be careful during the cleaning of the stainless steel, to not contact cleaning liquids with other parts of the furniture. Never use abrasive products.

2.1.6 Upholstered furniture

Indoor fabrics must be protected from the weather, humidity, intense heat, solar or artificial direct light, since these factors can damage its surface and change its color.

For the daily cleaning of upholstered products, remove the dust gently with a vacuum cleaner or soft bristles brush, except for fabrics with linen in their composition, that require specific care. Always consult the cleaning instructions of the Fabric Composition Label of your furniture. This label can be found in the internal part of loose cushions or in the inferior part of your upholstered furniture.



Do not use high pressure jet for cleaning. Do not expose the fibers to oily substances, such as moisturizers, suntan lotion or food, to avoid stains. Never use abrasive products (hard bristles brush), avoiding the removal of the pigment and damage to the surface.

2.1.7 Leather and Suede

The leather and suede are natural materials and, therefore, no skin will be exactly like the other. Natural marks of the animal may appear, such as scars and wrinkles, they can also have tonality differences and irregularities in its surface. These features confirm the authenticity of the material, and are not considered a manufacturing defect.

Waxed leathers can easily have superficial scratches and marks, being this a particularity of this material. The suede can also be marked easily. Therefore, heavy or pointy objects should not be placed on its surface.

Leather and suede must be protected against the weather, humidity, intense heat, solar or artificial direct light, since these factors can damage its surface and change its color.

Suedes are pieces that receive special treatment on its surface to have that velvety look. Due to the abrasion process they suffer, the suede is more malleable than the leather, and receive pigmentation with aniline. Depigmentation of the suede can occur when there is continuous friction between materials, transferring the coloration to other surfaces. This feature is characteristic of the material, not being a defect, but a natural feature of the animal skin reaction to the dyeing.

The cleaning of the leather upholsteries must be done with the daily removal of dust with a soft and dry cloth. For the daily cleaning of suede upholsteries use a soft bristles brush or vacuum cleaner with a soft "broom style" tip, that follows the domestic use apparels.

2.1.8 Synthetic leather

Synthetic leather upholstery is a polymeric material which texture simulates the natural leather. Its finish in synthetic material does not retain dust, dispensing products for hydration and conservation.

Products with synthetic leather upholstery must always be protected from the weather, humidity, intense heat, solar or artificial direct light, since these factors can damage its surface and change its color.

For the daily cleaning of the synthetic leather upholstery products, use a soft dry cloth.

2.1.9 Glass

For polished glass, the cleaning must be periodic, with a white soft cloth damped in specific products or domestic use alcohol, drying immediately with a soft cloth. Matte Glasses however, must be cleaned periodically with warm water and neutral soap, making sure that no residue is left over the surface and drying it immediately with a soft cloth.

During the cleaning of the glass, it is important to be careful to not let other parts of the furniture get in contact with the liquids. Never use abrasive products.

2.1.10 Mirrors

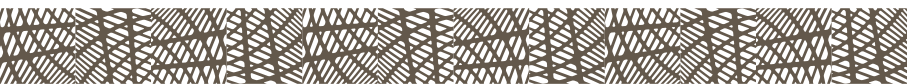
The cleaning of mirrors must be done daily with a white soft cloth for the removal of dust. Periodically, for heavier cleanings, use a white soft cloth damped with warm water and dry it immediately with a soft cloth, especially in the edges. Be careful not to dampen the posterior side of the mirror, this could cause stains; in case this occurs use a blow dryer with cool air jet to dry it. Never use abrasive products nor acid or alkaline materials, these can contain compounds that can damage the reflective coat.












2.1.11 Marble

Marble is a natural material and, therefore, no piece will be exactly the same as the other. Marks, tonality differences and grains are intrinsic characteristics that make each piece unique. Being a rocky material, it is common the appearance of superficial cracks that do not compromise the safety of the piece and does not constitute in a fabrication defect.

The dirt is one of the main enemies of the marble, because it creates an abrasive coating that attacks the resistance of the surface. Therefore, the cleaning and maintenance must be done regularly, removing all the dust with a duster or soft and dry cloth. Then, pass a damp cloth with only water and dry it immediately with a soft cloth. If necessary, use a water and neutral soap solution, make sure that no residue gets left in the surface. Apply monthly appropriate waxes for marble that don't create a film and serve for the maintenance of the shine.

Do not use abrasive products, such as bleachers, chlorine, sanitary water or scouring products, since these could damage the material. When in contact with drinks, such as coffee, wine, alcoholic beverages, grease and wet wood, the marble can stain.



Indoor	Dry cloth	Alcohol	Water + neutral soap	Automotive wax	Soft bristles brush	Vacuum cleaner
Leather						
Suede						
Synthetic leather						
Polished glass						
Matte glass						
Mirror						
Marble						

2.2 OUTDOOR



2.2.1 Wood

Being a natural material, the wood can present visual variations from one piece to the other, such as differences in the grains and tonality.

Overtime, all wood reacts to the use and weather conditions, and may suffer alterations in its natural appearance. In the case of complementing your orders, keep in mind that that the color differences from the new products tend to stabilize with time, especially if the products are placed in the same ambiance.

Small imperfections are normal features of the wood, and, therefore, light cracks and warps can occur, varying according to the temperature and humidity of the places where they are exposed, in very dry areas this can increase. This movement of the wood is common and does not cause damages to the structure of the products.

The cleaning of the wooden products must be done daily with a soft and clean dry cloth, always following the grains direction. For deeper cleaning, a water and neutral detergent solution can be applied. Afterwards, dry with a soft and clean cloth, always to the direction of the grains. Be careful not to apply much strength, avoiding scratching the surface.

Every 06 months the furniture must go through a maintenance, with the application of an invigorating varnish, seeking to extend the product's life and give it a fresh look. The maintenance of the outdoor wooden furniture can be made by the customer himself, using the Maintenance kit available in the Saccaro stores, according to the instructions sent in the Kit.

In the outdoor wooden furniture, no type of wax, polisher or similar, alcohol, bleach, abrasive products, steel sponges or others must be applied on the products.

2.2.2 Synthetic Fiber

The synthetic fiber Furniture can suffer color variations according to the level of exposure and solar incidence they receive. Therefore, in the case of complementing your orders, keep in mind that the color differences from the new products tend to stabilize over time, especially if the products are placed in the same ambience. Whenever possible, protect your furniture with special outdoor protection covers, produced by Saccaro.

For the periodic cleaning, use the Maintenance Kit, available at the Saccaro stores, according to the instructions contained there. Never apply too much strength to avoid damaging the surface of the weaving.

Do not use any abrasive products, bleach or chlorine based for the cleaning, and do not keep your furniture with direct contact to the pool water. Do not use high pressure jets for the cleaning. Do not expose the fibers to oily substances, such as lotions, sun tans or food, to avoid creating stains.

2.2.3 Nautical Rope

The furniture with nautical rope can suffer color alterations according to the level of exposure and solar incidence received. Whenever possible, protect your furniture with special outdoor protection covers, produced by Saccaro.

For the daily cleaning, use a vacuum and soft bristles brush. Never apply too much strength to avoid damaging the surface of the weaving.

For a heavier cleaning, wash the rope with running water, neutral soap and soft brush. Always dry it in the shade.

Do not use any abrasive products, bleach or chlorine based for the cleaning, and do not keep your furniture with direct contact to the pool water. Do not use high pressure jets for the cleaning. Do not expose the fibers to oily substances, such as lotions, sun tans or food, to avoid creating stains. The ropes must not be exposed to high temperatures.

Attention: *The warranty refers to the resistance of the material, not being applicable in case of color fading.*

2.2.4 Aluminum with epoxy painting

Remove the dust daily with a dry and soft cloth. Use a cloth damped in water and neutral soap to remove grease stains or finger marks, making sure no residue remains on the surface afterwards. Dry it immediately with a soft cloth.

Do not use abrasive products, such as thinner, gasoline, kerosene, brushes or others.

2.2.5 Stainless Steel

Remove the dust daily with a soft dry cloth. Use domestic use alcohol to remove grease stains or finger marks. Afterwards, use a dry and soft cloth to polish. To recover the shine, use special stainless-steel cleaning products, according to the recommendations of the manufacturer. Do not use abrasive products, such as thinner, gasoline, kerosene, brushes or others.

2.2.6 Upholstered furniture

Outdoor fabrics offer resistance and durability in face of weather changes (sun, humidity, rain, etc.) and to UV rays, which allows its use in outdoor areas for an extended period of time.

For the daily cleaning of upholstered products, remove the dust gently with a vacuum cleaner or soft bristles brush and always consult the cleaning instructions of the Fabric Composition Label of your furniture. This label can be found in the internal part of loose cushions or in the inferior part of your upholstered furniture. Whenever possible, remove the fabric cover from the furniture to arrange the cleaning procedures.

Do not use high pressure jet for cleaning. Do not expose the fibers to oily substances, such as moisturizers, suntan lotion or food, to avoid stains. Never use abrasive products (hard bristles brush), avoiding the removal of the pigment and damage to the surface.

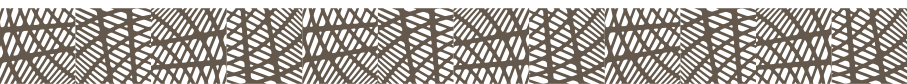
Note: In normal conditions, the outdoor fabrics will not present mold. However, in case there is dirt accumulation over the surface of the fabric, it can present mold. We recommend to arrange a periodic cleaning with a specialized professional.

2.2.7 Glass

The cleaning of polished glasses, being them clear or painted, must be done daily with a white soft cloth for the removal of dust. For matte glasses the cleaning must be done periodically with a soft white cloth damped in specific products or domestic use alcohol, drying immediately afterwards with a soft cloth.

During the cleaning of the glass, it is important to be careful to not let other parts of the furniture get in contact with the liquids. Never use abrasive products.

Glasses used for table tops and other products can present variations of 2mm more or less.




















2.2.8 High Pressure Laminated

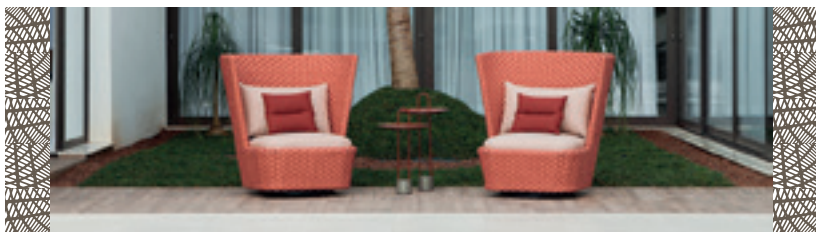
The high pressure laminated is resistant to weather and corrosion, in addition to being of easy maintenance and cleaning. The components of the high-pressure laminate can, eventually, present dark microdots, as well as light scratches related to the production process, but perceptible only under strong light.

Its cleaning must be done daily with a soft and clean cloth, damped in a water and neutral soap solution; make sure no residue of this solution remains of the surface. For stronger stains, such as grape juice, wine, coffee, soda, lipstick, nail polish, play dough, pen, among others, liquid domestic use alcohol can be used.

Do not use abrasive products, such as thinner, gasoline, kerosene, steel brushes, sandpaper, abrasive cleaners or wax.

Outdoor	Dry cloth	Alcohol	Water + neutral soap	Soft bristles brush	Vacuum cleaner	Saccaro Maintenance kit
Wood						
Synthetic fiber						
Nautical Rope						
Epoxy painting						
Stainless steel						
Upholstered						
Glass						
High pressure laminated						

2.3 IN SHADE



2.3.1 Wood

Being a natural material, the wood can present visual variations from one piece to the other, such as differences in the grains and tonality.

Overtime, all wood reacts to the use and weather conditions, and may suffer alterations in its natural appearance. In the case of complementing your orders, keep in mind that that the color differences from the new products tend to stabilize with time, especially if the products are placed in the same ambiance.

Small imperfections are normal features of the wood, and, therefore, light cracks and warps can occur, varying according to the temperature and humidity of the places where they are exposed, in very dry areas this can increase. This movement of the wood is common and does not cause damages to the structure of the products.

The cleaning of the wooden products must be done daily with a soft and clean dry cloth, always following the grains direction. For deeper cleaning, a water and neutral detergent solution can be applied. Afterwards, dry with a soft and clean cloth, always to the direction of the grains. Be careful not to apply much strength, avoiding scratching the surface.

Every 06 months the furniture must go through a maintenance, with the application of an invigorating varnish, seeking to extend the product's life and give it a fresh look. The maintenance of the outdoor wooden furniture can be made by the customer himself, using the Maintenance kit available in the Saccaro stores, according to the instructions sent in the Kit.

In the in shade wooden furniture, no type of wax, polisher or similar, alcohol, bleach, abrasive products, steel sponges or others must be applied on the products.

2.3.2 Aluminum

Remove the dust daily with a dry and soft cloth. Use a cloth dampened in water and neutral soap to remove grease stains or finger marks, making sure no residue gets left in the surface. Afterwards, dry it with a soft cloth.

Do not use abrasive products such as thinner, gasoline, kerosene, brushes or others.

2.3.3 Stainless Steel

Remove the dust daily with a soft dry cloth. Use domestic use alcohol to remove grease stains or finger marks. Afterwards, use a dry and soft cloth to polish. To recover the shine, use special stainless-steel cleaning products, according to the recommendations of the manufacturer. Do not use abrasive products, such as thinner, gasoline, kerosene, brushes or others.









2.3.4 Polyester strap

Products with this material can be used in open areas as long as the top is covered, and it doesn't receive direct strong sun light, rain or other weather conditions.

The strap is produced in polyester and has a polypropylene filling. Even though the fibers are synthetic, the piece can absorb water if exposed to humidity and weather and, therefore, can cause the appearance of mold and bacteria. If exposed to direct sun light, can have a color change, which would exclude the product from the warranty cover.

For the daily cleaning of the polyester strap, use a vacuum cleaner and soft sponge. Never apply too much strength to avoid damaging the weaving. Do not use chemical products, such as bleach, alkaline solutions or chlorine base solutions. Also never use pressure machines (with or without steam).

Do not expose the piece to oily substances, such as lotions, sun tans and food, to avoid creating stains.

<i>In Shade</i>	<i>Dry cloth</i>	<i>Water + neutral detergent</i>	<i>Soft bristles brush</i>	<i>Vacuum cleaner</i>	<i>Saccaro Maintenance Kit</i>
Wood					
Epoxy Painting					
Stainless Steel					
Polyester Strap					

3 SPECIFIC PRODUCTS



3.1 Sunshades

The sunshades serve as a shade area. However, in case of storm, windstorm and other weather changes, it is compulsory that they stay closed to avoid damages not covered by the warranty. When not in use we recommend to keep them closed and protected with specific protection covers developed for this product. If it will remain a long period without use, the sunshade must be stored, minding that it must be completely dry when doing it, to avoid the appearance of mold.

Do not use your sunshade as support or ladder, and move it with due care. Do not use high pressure water jets, or solvents, alcohol, acetone, thinner, abrasives, steel brushes, soap or any other product that contains soda or acid to clean or remove stains from any part of the product.

For the fabric cleaning remove the dust and dirt weekly with a vacuum cleaner or soft bristles brush, to avoid that the dirt gets fixed and darkens the fabric, making it more difficult to remove it. Whenever necessary arrange the cleaning with a specialized professional.

Attention: The metallic pieced in carbon steel can oxidate with time.

3.2 Hanging products

Saccaro has many products that can be hanged, and which need specific cares to their maintenance.

In order to hang the products, we use rope that assures complete safety for the use. However, a few precautions must be taken:

- When installing the product, unmake any torsions or twists in the rope.
- Do not step in the tope, this could damage it and structurally compromise its use.
- Make sure that in the installation place the rope is not in direct contact with abrasive or cutting parts, since this could damage it and cause accidents.
- Do not try to make repairs in the rope. In case the rope is damaged get in touch with the Saccaro store near you and request the purchase of a new one.
- We recommend to frequently check the ropes for any irregularities, such as cuts and hits, wearing, deterioration by heat, chemical products or other materials, considerable variation in the thickness of the rope and partial break of the internal core of the rope. If needed, contact the store closest to you and request the purchase of a new component.

For the weekly cleaning, use a vacuum cleaner and soft brush. Never apply too much strength to avoid damaging the surface of the weaving.

Attention: The warranty is related to the resistance of the material when used in proper conditions, not being applicable in case of color fading.



3.3 Indoor Rugs

Rugs are elements of composition for an ambience, they bring comfort and amplitude. It is through the use of the rug that other components, such as seats and support surfaces, can be delimited in the area.

GENERAL RECOMMENDATIONS

- *Keep the products in airy ambiances. Do not keep them packed or in closed spaced for too long.*
- *Take all precautions to avoid conditioning marks during the transport.*
- *Do not fold or knead them.*
- *Avoid dragging the rugs with furniture or objects over them. Always be careful when moving the rugs.*
- *Never use solvents, alcohol, thinner, acetone, abrasives (steel sponge), detergent or any product that contains soda or acids to clean or remove stains.*
- *Keep the products away from heat sources, in order to extend their life.*
- *Avoid using cutting or pointy objects near the product, preventing possible cuts, holes or pulled yarns. These could damage the tapestry and reduce the products life.*
- *For products with a rubbery base or non-slip coating, do not expose them to the sun and avoid putting the rug in contact with products that contain solvents.*
- *When needing to store the rug, you must roll it and put with together with an anti-moth product.*

Cleaning and maintenance of the leather

Being made from a natural material, leather rugs present a specific odor, tonality and texture differences, among other characteristic features related to the authenticity of this material, such as scars, veins and marks.

When receiving the rug, if it is wavy, leave it on the floor, in a low traffic area, for at least 7 days, in order to lose the deformity. The rugs can present loose fur on the first few days, resulting from the handling, cut, stitching and transport. We recommend to softly vacuum the surface to take off this loose fur.

For the daily cleaning use a vacuum cleaner, followed by a soft brush, without putting too much strength in it. Always remove liquids or food immediately to avoid the creation of stains, with a slightly damp cloth, do not soak the rug. Leave it to dry naturally in the shade, in a vertical position. Do not soak the lining or inferior part of the leather, do not bleach, iron and/or steam and do not dry wash it.

For a heavy cleaning, we recommend to hire a specialized professional.

Dyed rugs must avoid humidity, because they can stain in contact with other objects/materials. We recommend to use the rug in low traffic areas to avoid an early wearing.

Visco-rayon cleaning and maintenance

Viscose is a fragile fiber and fades easily. Therefore, it is easy to damage or fade the rug when cleaning it. To avoid that, some precautions must be taken.

For the daily cleaning, use a vacuum cleaner with a soft bristles brush, pass the vacuum cleaner either in the fiber's directions and in their opposite direction.

To remove stains, use a soft bristles brush and warm water with neutral soap, rub the dirty parts with care to not damage the fibers. Remove the excess with a white cloth, pressing the affected area. Do not rinse. The viscose fibers get yellowed when washed. Let it dry in a horizontal position, in a plane surface and turned down. Make sure the rug is completely dry before returning it to the use ambience, avoiding unpleasant smells and mold.

For a heavy cleaning, hire the service of a specialized professional.

Chenille cleaning and maintenance

The fibers of this kind of rug tend to be thick and are highlighted by their comfortable tactile feeling, very soft to the touch. Antistatic and anti-slip, the chenille rug also has great durability.

For the daily cleaning, use a vacuum cleaner or soft bristles brush, always brushing to the direction of the yarns. Avoid rubbing from one side to the other in alternate movements. It is recommendable to spin the rug every month, especially if there is a lot of traffic. Do not expose the rugs to the sun, especially the colored ones.

For the removal of light stains, use warm water, neutral detergent and a soft brush. Remove liquids or food with a clean and dry cloth or absorbing paper, pressing the affected area. Avoid making circular movements that could spread residue among the yarns. Make sure the rug is completely dry before returning it to the use ambiance, avoiding unpleasant smells and mold. Dry it in an airy and dry area. In case of persistent stains, send the product to a specialized professional for the cleaning.

4 GENERAL RECOMMENDATIONS

All Saccaro products are leveled and adjusted in the factory, therefore, if a product presents problems of this sense, make sure it is leveled to the floor.

Keep the furniture in airy spaces. Do not leave them packed or in closed spaces for too long.

To extend the product's life, do not jump over it or seat in arms and backrests.

Do not overload the products beyond their capacity, or use them as ladder or support.

Take all the precautions with transport and leveling of your furniture, to avoid the probability of warping the wood.

Do not drag the furniture. They must be handled with care, avoiding mechanical stresses that could harm the product.

The upholsteries produced by Saccaro can be made with different materials. With that, it is common that, according to the features of each fabric, leather or suede, the product behaves differently during its use, it may be marked or loose in different degrees. Upholsteries with loose covers have a laid-back look, not being made to be kept rigid or aligned. According to the fabric used, the covers can be more or less structured. To keep it tidy, stretch the upholstery after the use. Tap the cushions so they return to their original aspect.

Cushions with feather filling must be daily padded to make its interior uniform, since it could get accumulated parts. This type of piece, when putted in a closed ambience, can present characteristic odors from the organic materials used in their confection. To ease that situation, avoid leaving them packed or without ventilation, position them in airy spaces as soon as acquired.

For the outdoor upholsteries, when not in use, we recommend to remove the cushions and store them in an airy place, extending the product's life. We recommend that the outdoor furniture be protected by specific protection covers, produced by Saccaro.

The In Shade upholstered products are not developed for the outdoor use. However, they can be used in balconies and covered spaces, as long as they are protected from the weather, humidity and solar light. Therefore, the choice of the fabric must take into consideration the place where the product will be placed. If there is solar incidence or any direct weather, an outdoor fabric must be chosen, that will have protection for that use. Indoor fabrics do not have warranty for that kind of exposure.

The water and neutral soap solution for heavy cleaning must be of a maximum 10%.

5 WARRANTY AND SERVICE

The Saccaro products have a legal warranty of 03(three) months, and a contractual warranty of 09 (nine) months, totaling 01 (one) year of warranty against manufacture defects, as mentioned in this Manual.

The Saccaro warranty does not cover defects caused by inappropriate or abusive use, lack of care or intrinsic characteristics of the raw materials, as detailed next:

Small imperfections on the wood used in the furniture, such as small cracks and warping. These factors can vary according to the temperature and humidity of where the furniture is placed, having higher incidences in dryer areas, but that don't represent any damage to the structure of the products.

- A light warping is defined by distortions inferior to 03 mm/m.
- The existence of knots, seams, spots and tonality variations are characteristics of the wood.
- The existence of knots, seams, spots and tonality variations are characteristics of the wood.
- Alteration of the wood color due to the exposure of solar and artificial light.
- Wrinkles, scars, insect bites, natural marks of the animal, tonality differences and irregularities in the surface of the leathers and suedes, since these are features that confirm the authenticity of the material, therefore, not being considered manufacturing defects.
- Increase in the flexibility or expansion of the natural leather, suede, synthetic leather and fabrics in areas with higher contact, such as seats and backrests.
- Fissures and exfoliation in the leather, especially waxed leathers.

Damages and fading in indoor fabrics, natural and synthetic leather and suedes, due to direct exposure to sun or artificial light or heat sources.

- Damages caused by lipstick, pen, nail polish, urine, chemical products, grease, among others, since these factors characterize lack of maintenance or inappropriate use.

- Up to 10% of foam deformation in seats and backrests, due to the breakage of the material's particles.
- Deformation of the loose cushions and of backrest, made in synthetic fiber, due to the characteristic softness of this material.
- Deformation in cushions with feather filling, due to the softness of this raw material, as the accumulation of feather in the bottom.
- Characteristic smell of the products made with feather.
- Mold due to the lack of maintenance and cleaning.
- Intrinsic characteristics of the raw materials, such as amendments, nodules and irregularities in cotton, linen, silk, canvas and other fabrics.
- Fading in ropes, synthetic weaving and polyester straps, resulting of direct exposure to sun or artificial lights, heat sources and bleach use.
- Factors that constitute inherent characteristics to the handmade manufacture of the product, such as small height variations in the stitching and upholstery, tolerance in the alignment of the cushions, manual sanding finish, manual weaving, patina style painting, among others.
- Normal wearing due to use of the product.
- Damages resulting of repairs made by third parties not authorized by Saccaro.
- Damages caused by unproper transport, storage and handling.
- Damages caused by the assembly, when not accomplished according to the product's manual.
- Damages caused by the unproper use, such as excessive strength or other actions not compatible with this manual.
- Any alterations made to the product without previous authorization of Saccaro, such as waterproofing fabrics, crystalizing paintings, among others.
- Unregulated hardware, due to transport or movement of the

products, as well as use.

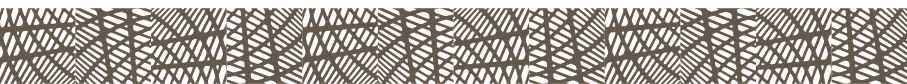
- *Use of products inside wet pools or decks, that are not cleared for such purpose.*

In order for the product to be liable for the Technical Assistance evaluation, the customer must go the nearest Saccaro store or contact our Customer service – 0800 541 11999 or by the e-mail: sac@saccaro.com.br

It is the consumer's duty:

- *To present the purchase receipt and this Care and Maintenance Manual.*
- *Take and pick up the product from the assistance, bearing the resulting expenses.*
- *The store sends the technical reply evaluations within 48 working hours, so the best procedure for the repair or partial/total substitution of the product is made, within a proper deadline.*
- *In case the request is not confirmed as liable for activating the warranty, Saccaro will present a budget for the repair, that must be approved by the customer. For the occurrences out of the warranty period, Saccaro can also present a budget and conditions for the repair.*
- *Saccaro reserves the right of arranging alterations in their products and finishes, without prior notice, whenever judges necessary.*
- *In case of materials and finishes for the replacement that are no longer available in our portfolio, Saccaro is committed to offer similar options.*

Important: *the provision of the Technical services do not extend the warranty time on the product.*



If you would like to make any suggestions regarding the delivery, please access our web page and give us your opinion, it is fundamental so we can keep improving.

Thank you for choosing Saccaro.



saccaro®

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