– CARE GUIDE –

PALISSADE COLLECTION

HAY

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Designed by French brothers Ronan and Erwan Bouroullec, Palissade is a collection of outdoor furniture for HAY in powder coated or hot galvanised steel.

United by a common principle of symmetrical geometry, the Palissade collection is engineered to reproduce the same visual simplicity and core strength throughout. Designed in colour and form to integrate effortlessly into a natural landscape or urban setting, Palissade is intended to be used over a longer period of time and become more beautiful over the years. The chairs and benches are also available with a hot-dip galvanised finish, offering maintenance-free longevity. The collection is suited to a wide variety of environments, from cafés and restaurants to gardens, terraces and balconies.

– CAUTION –

With a little care you can prolong the life of your furniture. Follow the instructions for the materials of your specific product to make sure that it stays in the best shape for as long as possible.

The information below is only intended as a general guideline. For more information on how to remove specific stains, please enquire where you bought the furniture.

/ On hot galvanised steel, please make sure to wipe all surfaces before use, as the zinc surface oxidises during transportation and can become humid. This can stain your clothing if it comes into contact with it.

/ The products in the Palissade Collection have a two component coating; a primer and an outdoor powder coating which provides a barrier to corrosive elements making it suitable for outdoor use. It complies with the highest quality standards and is designed to last, making it ideal for both private and public environments.

/ All products in the Palissade collection are handcrafted and minor blemishes and imperfections may be visible. These are not considered defects and do not interfere with the quality and function of the product.

/ Always remove stains quickly before they can do any permanent damage to the furniture.

/ Make sure to wipe off any sun cream or other liquids from the furniture after use, as these can leave stains on the surface if left in direct sunlight.

/ Wipe off the furniture if it becomes wet after rain or snowfall as this will damage the surface over time.

/ Wipe off bird droppings quickly as they may lead to permanent corrosion or staining.

/ Please be aware that the product will always be naturally affected by the surrounding environment it is exposed to, and that a certain amount of discoloration is to be expected.

/ When you move your furniture, make sure you lift it rather than pulling or pushing it to avoid damaging the floor, legs and mountings.

/ On tables, tighten up the screws after one to two months' use.

/ Avoid improper use such as sitting on the back or armrests, tilting the seats on their back legs, putting your feet on the furniture or standing on it.

/ On tables, use coasters under damp, hot or coloured objects to avoid permanent stains.

- Be careful not to scratch or damage the surface with sharp objects.
- Avoid partially covering the surface, for example with tablecloths, cushions or place mats, as colour variances may appear.
- Minor spots of rust under the furniture and bases are considered as a natural result of general use and can be treated using the care instructions below.
- Direct placement on a seafront can lead to corrosion.
- The products in the Palissade Hot Galvanised Collection have been through the process of immersing untreated steel in a liquid zinc bath to prevent the onset of rust, ensuring items a longer, maintenance-free lifetime.
- On hot galvanised steel, condensation and moisture may cause some white rust to appear, but this does not affect the product's life span and will eventually be washed away by rain or wind.
- Galvanisation can cause tiny lumps and irregularities to appear on the surface. These are natural effects created during production that contribute to the product's finished appearance.
- Sharp tips and points can also appear on the surface, which can be removed with a metal file.
- Stacking units (on Chair and Arm Chair only). The stacking units are made of high-quality plastic (LLDPE) and are pre-mounted. If a stacking unit falls off make sure to remount it or contact your local retailer to buy replacements.
- Check the status of the gliders frequently and if worn down, contact your local retailer to buy replacements. The durability of the gliders will depend on the surface the chair is placed on.
- Take care not to scratch the chairs against each other when stacking them. Do not move or drag the chairs around when stacked as the weight will damage the legs.

ENDCAPS

The endcaps are made of high-quality plastic (PPC). The durability of the endcap will depend on the surface that it is placed on. We recommend that you frequently check the status of the endcaps and if worn down, contact your local retailer to buy replacements.

STORAGE

The life expectancy of your furniture will vary depending on the weather and type of use. We recommend that you store it in a dry, ventilated place during winter and keep it protected from scratches and bumps.

POWDER COATED STEEL

Wipe with a clean cloth wrung in water or in a solution of water and a neutral detergent. Remove soap residue immediately using a clean, dry cloth. Avoid using scouring cream or scouring pads, as they may scratch the surface. In the event of lime deposits on the surface use a clean, damp cloth wrung in lukewarm water with one part vinegar to nine parts water and avoid scrubbing as this may scratch the surface.

Small scratches or damage to the powder coated surfaces can lead to corrosion. They can be retouched and protected from corrosion with a special repair lacquer available at HAY stores and authorized dealers. If the metal is uncovered it is necessary to sand the area before repairing it (grain 220). Wipe it over with a clean dry cloth and clean the area with methylated spirits before repainting it. Do not use solvents as they may have an adverse effect on the coating. Never use acetic acid or citric acid.

HOT GALVANISED STEEL

Hot-dip galvanised steel is essentially maintenance free, although cleaning is recommended at regular intervals.

Wipe with a clean cloth wrung in water or in a solution of water and a neutral detergent. Remove soap residue immediately using a clean, dry cloth. Avoid using scouring cream or scouring pads, as they may scratch the surface.

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