

## Gloster Garden Furniture Frequently Asked Questions



**Freephone Helpline: 0800 085 0005**

### **General**

Who designs Gloster's products?

We commission various international furniture designers such as Povl Eskildsen (Denmark), Mark Gabbertas (UK), Staffan Hultgren (Sweden) and John Caldwell (USA) to design both individual pieces and entire ranges of furniture.

### **Why does Gloster offer such a large range of products?**

We are committed to offering the consumer choice and have built up a diverse range of products to cater for all outdoor furniture requirements. Also, Gloster operates in all major markets world-wide and different markets have very different tastes and requirements for outdoor furniture. We therefore produce an extensive array of products to ensure appeal across all markets and tastes.

### **What's so special about the way Gloster makes its furniture?**

We believe that our attention to detail is second to none. The easiest way to describe our attitude to design and finish is indoor production and quality standards combined with outdoor engineering and durability.

### **Can my furniture be kept outside all year round?**

Yes, Gloster Furniture can be kept outside all 12 months of the year - wherever in the world you happen to live. Of course, furniture left outside all year will get more dirty than furniture that is just used in the summer, but the long-term performance and durability of the furniture is exactly the same.

### **How easy is Gloster furniture to assemble?**

All our furniture is supplied either fully assembled or flat-packed in sub-assemblies to minimise the amount of final assembly required. All flat-packed items come complete with a pack of fittings and detailed, multi-lingual

assembly instructions. Due to thoughtful design and the accuracy of our construction no glue is required to assemble our products. In most cases, furniture can be assembled within a few minutes by a single person with only a minimum of tools.

### **Teak Products**

What is teak?

Teak is a close grained hardwood with a high natural oil content. This makes it hard wearing, highly resistant to rotting and almost impervious to the effects of sun, rain, frost or snow. These characteristics combine to make it the ideal timber for all outdoor applications. Many other hardwoods are used for outdoor furniture and some are even marketed as 'teak substitutes'. However, there is no substitute for teak and no other hardwood will perform to the same standard as teak in outdoor conditions.

### **What grade of teak does Gloster use?**

Only premium grade plantation grown teak is used for the manufacture of Gloster furniture. The features of premium grade teak are a straight grain structure, the absence of knots, splits or cracks and an even overall colour.

### **Is Indonesian plantation teak environmentally friendly?**

The teak plantations on Indonesia are really no different than any other crop, except that the growing cycle is far longer. Plantation teak is inherently more environmentally friendly than natural forest timber because no teak trees existed until the plantations were established and, due to their careful management, trees are constantly being planted at a rate that exceeds those being felled. Most importantly, the plantations in Indonesia are actively managed to be a sustainable system which not only has low impact on the eco-system, but is also fully integrated into the Indonesian social system and maximises local employment.

### **What happens to teak before it can be used for furniture manufacture?**

Teak is an exceptionally stable timber once it has been properly seasoned and by far the most effective means of seasoning teak is to dry it in a kiln. A teak tree prior to felling has a moisture content of over 60%, but for furniture manufacture, this needs to be reduced to just 8-10%. We have our own kilns on-site at our factory and, depending on the dimensions of the cut pieces, it can take weeks or even months to correctly reduce the moisture content to the desired level. Kiln drying the timber is important as it not only enables us to craft accurate, close fitting joints and thus ensures the stability of the finished furniture in a variety of environments - frost and snow in winter to rain and sun in summer. Furniture that is not made from kiln-dried teak can quickly begin to warp and split when left outside and can ultimately fail all-together.

### **What is so special about the way Gloster makes teak furniture?**

Many things make our teak furniture exceptional. For example, the joints used are specifically chosen to provide the strongest means of joining the component parts together. Thanks to the use of kiln dried timber and our modern wood-working machinery, these joints are made to extremely tight tolerances, which means that they are always a perfect fit and there are no

visible gaps between two pieces of joined wood. In addition, we use a variety of different high-performance adhesives in the construction of the furniture.

It is especially important that outdoor furniture is constructed to this high standard as the ultimate service life of the furniture is determined as much by the quality of construction as by the raw materials used.

### **Woven Products**

What is man-made wicker?

All our woven furniture is made from only the highest quality man-made fibre. Soft to the touch, this remarkable material has many benefits including high suppleness, tear resistance, UV resistance and weather resistance. The polyethylene based, extruded and through-dyed wicker is also completely weatherproof, insensitive to differences in temperature and extremely hard wearing.

### **How is a woven product (chair) constructed?**

The basic structure of a woven chair is made from a fully welded, powder-coated aluminium frame. Various sections of aluminium extrusion are utilised (round, square, rectangular etc.) to provide maximum strength combined with light weight. The frame is like a skeleton and is strong in itself but gains extra strength when it is covered in its woven skin.

### **What finish does the frame have?**

Once welded, the entire frame is electro-statically powder coated in a tough, smooth finish that matches the colour of the wicker. This way, the frame is fully protected against corrosion and becomes virtually invisible once it has been woven over. It is possible to see though the small gaps in weaving and that is why we colour the frame the same tone as the fibre, so that it is not noticeable through the tiny gaps in the weaving.

### **How long does a chair take to weave?**

A Plantation dining chair will typically take one person 1½ days to weave. A Manhattan or Geneva chair will take less time and a Casablanca sofa can take up to 3 days.

### **How skilled are the people who weave the furniture?**

It takes both patience and experience to weave a piece of woven furniture. Our weavers are highly skilled artisans, often 2nd and 3rd generation weavers. Often, there are husband and wife teams who will work simultaneously on the same chair. They use their traditional experience with natural materials and apply their experience to using the modern man-made wickers.

### **How are the arms attached on Gloster's woven dining chairs?**

The integration of the teak arms is a key feature on many of Gloster's woven dining chairs. At the front, the arms are secured to the frame using 6mm machine screws which attach through the side of the arms and into captive threaded inserts that have been welded into the frame. This ensures a metal-

to-metal joint which is far stronger than simply screwing through the wood and into the frame.

The arms are the last item to be finished on the chair and are only attached at the very end of the weaving process to minimise any possible damage to the teak. Once attached, the weaving around the joint of the arm is finished off and securely fixed to ensure it cannot unravel.

#### **What temperature range can woven furniture withstand?**

Woven furniture can be left outside all year round and is able to withstand temperatures from -20°C to +55°C. When very cold, the weave will become stiffer than normal and when very hot, the weave will become more elastic. However, it will always revert to its normal elasticity, once the ambient temperature stabilises.

#### **What will typically happen to the woven furniture over time?**

Depending on the amount of use, a woven chair will generally perform very well over time (similar wear pattern to indoor, upholstered furniture). The seat section may begin to sag and the weave in certain areas may begin to open slightly, showing more of the frame underneath. The weave can easily be re-arranged by working across it with ones fingers pushing it back in to shape. Additionally, the edges of the weave may start to show small abrasion marks in places depending on usage. Scratch marks or abrasion to the edges of the fibre can be repaired by very briefly and carefully applying heat (i.e. the flame of a cigarette lighter) to the affected area and rubbing along the length of the fibre with a piece of hard cardboard to restore a smooth edge.

#### **Is there anything special about the way Gloster weaves its products?**

We use a more textured, thicker type of wicker than most other manufacturers. Although this wicker is harder to weave, it is stronger, more resistant to tension, tearing and splitting. It also wears better and gives a more natural feel to the product as well as being extremely resistant to ultraviolet light and both chlorine and salt water resistant. Our woven furniture is 100% hand-woven, making each item as individual as the person who wove it and every part of the chair is covered in wicker to achieve an exceptional appearance. In addition, we ensure that all weaving is as tight and compact as possible. This minimises any gaps in the weave showing through to the exposed frame and also ensures the weaving is less likely to sag over time and with use.

#### **How do I clean woven furniture?**

We recommend that woven furniture is cleaned using Gloster's Sling & Woven Cleaner, following the instructions detailed on the label. It is important to use a non-foaming cleaner on woven furniture, as a foaming product will leave residues in the gaps in-between the weave which will then attract dirt. A pressure hose on a low setting is acceptable to use on woven furniture, but avoid the teak when using as the high pressure can erode the surface of the timber.

#### **What if some of the weave breaks on my furniture?**

Don't panic! Even if several fibres are accidentally cut or broken, a piece of furniture can generally be repaired successfully. A single broken fibre can usually be replaced by someone with no training in under 10 minutes. However, we recommend that any furniture damaged in this way is returned to Gloster furniture to allow our trained experts to re-weave the damaged area.

### **Sling Products**

What is sling furniture?

Available in a wide variety of designs and colours, Sling is a generic term for a woven, open-mesh fabric made from a vinyl coated, high strength polyester yarn. For our sling furniture we use only the highest quality Textilene® woven vinyl.

Historically, slings are found combined with powder-coated aluminium frames. However, due to its inherent good looks, exceptional comfort and practicality, Gloster also has designed products that combine sling with both teak and stainless steel frames.

### **What are the advantages of Sling furniture?**

One of the main benefits of sling is comfort. When stretched taught between two side frames, sling provides a yielding and infinitely variable seating surface that moulds to your individual body shape.

### **How durable is Sling?**

Our Textilene® woven vinyl is resistant to fading, mildew and wear & tear under even the most severe weather conditions.

### **How much maintenance will my furniture require?**

Sling requires only occasional cleaning with Gloster Sling & Woven Cleaner to keep it looking as good as new.

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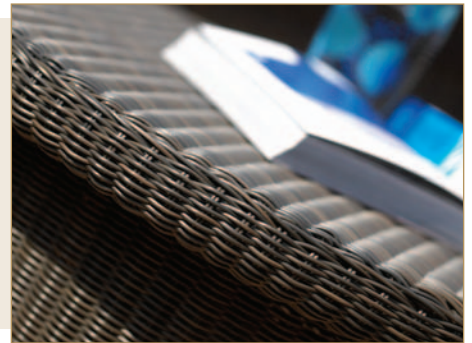
## Maintaining Woven Furniture



All our woven furniture is made from only the highest quality man-made fibre. Soft to the touch, this remarkable material has many benefits including high suppleness, tear resistance, UV resistance and weather resistance.

The polyethylene based, extruded and through-dyed wicker is also completely weatherproof, insensitive to differences in temperature and extremely hard wearing.

Woven furniture can be left outside all year round and is able to withstand temperatures from  $-20^{\circ}\text{C}$  to  $+55^{\circ}\text{C}$ . When very cold, the weave will become stiffer than normal and when very hot, the weave will become more elastic. However, it will always revert to its normal elasticity, once the ambient temperature stabilises.



Scratch marks or abrasion to the edges of the fibre can be repaired by very briefly and carefully applying heat (i.e. the flame of a cigarette lighter) to the affected area and rubbing along the length of the fibre with a piece of hard cardboard to restore a smooth edge. Even if fibres are accidentally cut or broken, a piece of furniture can generally be repaired successfully.

We recommend that woven furniture is cleaned using Gloster's Sling & Woven Cleaner, following the instructions detailed on the label. It is important to use a non-foaming cleaner on woven furniture, as a foaming product will leave residues in the gaps in-between the weave which will then attract dirt. A pressure hose on a low setting is acceptable to use on woven furniture, but avoid the teak when using as the high pressure can erode the surface of the timber.





## Maintaining Teak Furniture



Contrary to popular belief, teak furniture does not require any special maintenance routine or any additional protection apart from occasional cleaning. Left to age naturally outside by being exposed to light, air and rain, teak will gradually change to a soft, silver-grey as the pigments in the surface layer of the wood slowly start to fade away. We recommend that you allow your teak furniture to weather naturally this way and simply clean thoroughly once or twice a year with our Teak Cleaner.

To protect teak surfaces from staining and to help maintain the silver-grey patina on weathered teak, we recommend using our Teak Protector. An application of this product forms an almost invisible shield which helps to prevent food (coffee, ketchup, red wine, olive oil, etc.) penetrating into the teak and causing unsightly stains. Teak Protector also helps protect the wood against the ingress of moisture, the adhesion of dirt and prevents mildew growth.



If you wish to retain the golden-brown colour of new teak we also offer a Teak Sealer. Application of Teak Sealer will not affect the strength or longevity of the furniture in any way, just its appearance.

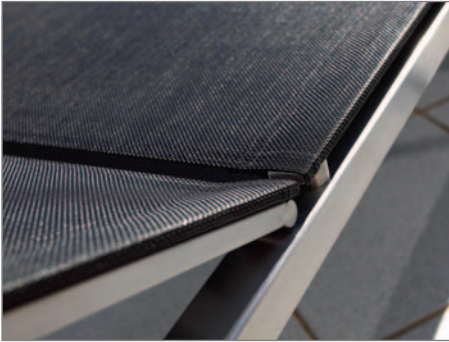
If you elect to use Teak Sealer you will be embarking on a regular maintenance programme as Teak Sealer needs to be regularly re-applied to provide continuous protection.

If you intend to store your furniture over the winter, we recommend that you do so in a water-tight garden shed, garage or outhouse.

However, we advise that you do not move teak furniture from the garden straight into a heated indoor room for storage, as the sharp differences in temperature and humidity may cause the wood to split.



## Maintaining Sling Furniture



Available in a wide variety of designs and colours, Sling is a generic term for a woven, open-mesh fabric made from a vinyl coated, high strength polyester yarn. For our sling furniture we use only the highest quality Textilene® woven vinyl. Historically, slings are found combined with powder-coated aluminium frames. However, due to its inherent good looks, exceptional comfort and practicality, Gloster also has designed products that combine sling with both teak and stainless steel frames.

One of the main benefits of sling is comfort. When stretched taught between two side frames, sling provides a yielding and infinitely variable seating surface that moulds to your individual body shape. Our Textilene® woven vinyl is resistant to fading, mildew and wear & tear under even the most severe weather conditions. Sling requires only occasional cleaning with Gloster Sling & Woven Cleaner to keep it looking as good as new.



We recommend that sling furniture is cleaned using Gloster's Sling & Woven Cleaner, following the instructions detailed on the label. It is important to use a non-foaming cleaner on slings, as a foaming product will leave residues in the gaps in-between the weave which will then attract dirt. A pressure hose on a low setting is acceptable to use on sling furniture, but avoid the teak when using as the high pressure can erode the surface of the timber. For anodised or powder-coated aluminium frames, use Gloster's Metal Cleaner.



# Maintaining Stainless Steel Furniture



Gloster manufactures using 304 grade stainless steel - the industry standard for outdoor products. However, as with any item left permanently outside, stainless steel furniture requires regular maintenance to keep it looking as new.

Before the furniture leaves our factory the welds are ground flush and the surface is polished with Scotchbrite, usually in the long direction of the legs or rails. This provides a smooth, resistant surface that is easy to clean and maintain.

Although stainless steel is generally resistant to corrosion, the surface is susceptible to cosmetic deterioration by the effects of salt water and air-borne chemicals and this may result in small brown spots appearing on its surface (this process is likely to be accelerated in coastal areas). These spots in no way affect the strength, integrity or longevity of the furniture, they are simply superficial discolorations that require cleaning to restore the stainless steel to its original appearance.



With all our products we include a Scotchbrite pad. If any brown spots appear on the stainless steel they can be easily cleaned by gently rubbing the surface of the steel, in the direction of the brushed finish, with the pad. If these deposits are allowed to build up, then it may be necessary to clean the product more thoroughly with Gloster's Stainless Steel Cleaner & Polisher, which cleans and restores the new look of stainless steel furniture and makes the surface repellent to both dirt and water.



## Sling & Woven Cleaner

25oz / 750ml plastic bottle with trigger-action head. Water-based formula - both non-toxic and environmentally friendly. Cleans and restores the new look of sling and synthetic wicker woven furniture. Special non-foaming formula. Each bottle is supplied complete with a special applicator pad.

### INSTRUCTIONS FOR USE

1. Before using the Sling/Woven Cleaner, protective gloves (included in box) and eye protection should be worn. Cover the ground under your working area before cleaning.
2. Shake Sling/Woven Cleaner before use.
3. Apply Sling/Woven Cleaner with a soft cloth or sponge. Allow to soak for 1 minute.
4. Brush the furniture clean with a soft scrubbing pad (included in box) and water.
5. Rinse furniture well with clean water.
6. Severely stained surfaces may require a second treatment.

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[www.birstall.co.uk](http://www.birstall.co.uk)



## Teak Cleaner

25oz / 750ml plastic bottle with trigger-action head. Water-based formula - both non-toxic and environmentally friendly. Cleans and brightens weathered teak in one, simple step. Each bottle is supplied complete with a special applicator pad.

### INSTRUCTIONS FOR USE

1. Before using Teak Cleaner, protective gloves (included in box) and eye protection should be worn. Cover the ground under your working area before cleaning.
2. First moisten the furniture with clean water.
3. Shake Teak Cleaner before use.
4. Spray Teak Cleaner on furniture and apply evenly with a soft cloth or sponge. Allow to soak for 5 minutes.
5. Brush the furniture clean with a scrubbing pad (included in box) and water in the direction of the grain.
6. Rinse furniture well with clean water.
7. For protection from stains, leave furniture to dry and treat with Teak Protector.

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## Teak Sealer

33oz / 1 litre plastic bottle. Water-based formula - both non-toxic and environmentally friendly. Retains the golden-brown colour of teak for a longer time. Fast and easy to apply. Resistant to mould and prevents the formation of black spots. Each bottle is supplied complete with a special applicator cloth.

### INSTRUCTIONS FOR USE

1. New Furniture - clean with Gloster Teak Cleaner before applying Teak Sealer. For weathered furniture or furniture previously treated with teak oil/sealer - clean thoroughly with Gloster Teak Cleaner before applying Teak Sealer, ensuring all traces of old oil/sealer are removed.
2. Before using the Teak Sealer, protective gloves (included in box) and eye protection should be worn. Cover the ground under your work area before starting.
3. If cleaned wood feels rough, sand lightly before treating with Teak Sealer. Make sure the teak is 100% dry and free of dust.
4. Shake Teak Sealer for at least one minute before use. Insufficient shaking can lead to uneven weathering.
5. We suggest you try the Teak Sealer on a small area first (e.g. the back of a leg) to judge if the colour meets your expectations.
6. Apply a very thin layer of Teak Sealer evenly over the furniture with a dust free cloth (included in box). Apply a second very thin coat after 60 minutes drying time (humid climates: allow more time for drying).
7. It is recommended that you treat your furniture with Teak Sealer at least once a year.

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## Teak Protector

33oz / 1 litre plastic bottle. Water-based formula - both non-toxic and environmentally friendly. Special formula repels water and moisture. Helps prevent stains from food and drinks. Use on weathered teak to retain the silver-grey patina. Each bottle is supplied complete with a special applicator cloth.

### INSTRUCTIONS FOR USE

1. Before using Teak Protector, protective gloves (included in box) and eye protection should be worn. Cover the ground under your work area before starting.
2. Before using Teak Protector on new teak, put the furniture outside to weather for a week.
3. Before using Teak Protector on weathered or dark grey teak, first clean the wood with Gloster Teak Cleaner. If cleaned wood feels rough, sand lightly before treating with Teak Protector.
4. Make sure the teak is 100% dry and free of dust.
5. Shake for at least one minute before use. Apply a thin layer of Teak Protector with a soft cloth (included in box).
6. Allow to dry for 4 hours (humid climates: allow more time for drying) and then apply a second thin coat of Teak Protector. Let the teak dry for 48 hours before exposure.
7. It is recommended that you treat your teak furniture with Teak Protector at least once every year. Tabletops should be treated more often.

*Note - Teak Protector is an almost invisible shield which helps to prevent food (coffee, ketchup, red wine, olive oil, etc.) penetrating into teak causing stains. It also protects the wood against moisture and adhesion of dirt and prevents mildew growth. After aging, the teak will weather to a natural silver-grey patina instead of turning dark grey or green. Should you prefer to keep the golden-brown colour of teak for a longer time, then first treat your furniture with Teak Sealer and then use Teak Protector afterwards.*

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## Metal Cleaner

33oz / 1 litre plastic bottle. Water-based formula - both non-toxic and environmentally friendly. Cleans and restores the new look of metal furniture. For use on anodised and powder-coated aluminium. Each bottle is supplied complete with a special applicator pad.

### INSTRUCTIONS FOR USE

1. Before using Metal Cleaner, protective gloves (included in box) and eye protection should be worn. Cover the ground under your working area before cleaning.
2. Shake Metal Cleaner before use.
3. Apply Metal Cleaner with a soft cloth or sponge. Allow to soak for 1 minute.
4. Brush the furniture clean with a soft cloth (included in box) and water.
5. Rinse furniture well with clean water.
6. Severely stained surfaces may require a second treatment.

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## Stainless Steel Cleaner & Polisher

25oz / 750ml plastic bottle with trigger-action head. Water-based formula - both non-toxic and environmentally friendly. Cleans and restores the new look of stainless steel furniture. Makes stainless steel repellent to dirt and water. Each bottle is supplied complete with a special applicator pad.

### INSTRUCTIONS FOR USE

1. Before using Stainless Steel Cleaner & Polisher, protective gloves (included in box) and eye protection should be worn. Cover the ground under your working area before cleaning.
2. Shake bottle before use.
3. Apply Stainless Steel Cleaner & Polisher with a scrubbing pad (included in box).
4. Brush the furniture clean with this scrubbing pad.
5. Apply Stainless Steel Cleaner & Polisher again with a soft cloth (included in box). Allow to soak for 1 minute. A haze will develop.
6. Buff to a shine with a soft, clean and dry cloth.

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