

WARRANTY CONDITIONS FOR STREET FURNITURE

Warranty claims for products of company STREETPARK s.r.o. are regulated by applicable laws and regulations. Standard warranty period is 24 months or according to confirmed order.

All handling, maintenance, storage and general use of the street furniture must be in accordance with all the recommendations and instructions for use and handling stated by the manufacturer. When handling concrete products, it is necessary to hold the concrete parts of the products only. If these instructions are followed and complied with, it is possible to apply for a warranty claim in a complaint procedure.

Polypropylene products are sensitive to temperature changes (they get softer in warmer temperatures and brittle in colder temperatures). For this reason we recommend very careful manipulation at temperatures below 5 ° C to avoid possible damage. If these instructions are followed and complied with, it is possible to apply for a warranty claim in a complaint procedure.

It is necessary to anchor the benches to the ground. The benches are not intended to be used for mobile useage. In case the bench is not anchored to the ground we cannot guarantee the stiffness and stability of the product. In case of loosening of fasteners because of this reason, it will not be considered as warranty claim.

Packaging of products is made as protective, intended only for transport. Even for temporary storage, the product must always be unpacked. This will prevent condensation of air humidity under the packaging and damage to the product surface. The products must be installed or stored immediately in a dry ventilated warehouse or in an open area covered with a tarpaulin so that they are protected against dust while allowing for sufficient ventilation. Prior to the next dispatch of products stored in accordance with the previous instructions, it is necessary to visually inspect the products, pack them appropriately according to the original packaging, so that the product is protected against mechanical and weather damage. Failure to comply with the above conditions may lead to product degradation for which the supplier is not responsible.

In case the products were damaged due to vandalism, improper storage (e.g. wooden parts of the street furniture were kept in protective firm and exposed to direct sunlight or rain), visible mechanical damage, natural wear and tear during usage, external climatic effects and natural disasters the warranty claim cannot be applied. The warranty does not apply to certain material properties, such as small cracks in the wood due to changes of temperatures and humidity of the surrounding environment and its natural graying of the wood. In the case of products made of untreated wood (TWISTULA, JURA) in contact with substances of inorganic origin, discoloration may occur due to chemical effects and other influences. Oak wood contains a high proportion of tannic acid, which reacts to iron salts and iron parts in contact points by turning black. For concrete parts, the warranty does not apply to transient efflorescence and possible color differences. Any surface changes of concrete parts due to weather effects are not subject of a claim as well as small capillary cracks that do not affect the strength of the structure. In metal parts claim cannot be applied for mapping and stains on stainless steel or hot-dip galvanized steel caused due to grease and dirt which settled on their surface. For products that will be placed in coastal areas, we strongly recommend a double layer of surface treatment to eliminate the occurrence of rust and paint peeling. However, this double coat of paint is for an additional cost.

Following warranty periods apply on our street furniture:

1. Hot-dip galvanized steel construction elements	24 months	rusting
2. Steel construction elements galvanized with powder coating	24 months	rusting
3. Construction elements from stainless steel AISI 304	24 months	rusting
4. Construction elements from cast iron with polyurethane varnish	24 months	rusting
5. Wooden parts – spruce /larch	24 months	fungi, rot, mold
6. Wooden parts – oak	24 months	fungi, rot, mold
7. Wooden parts – accacia	24 months	fungi, rot, mold
8. Wooden parts – wood pine THERMOWOOD	24 months	fungi, rot, mold
9. Wooden parts – tropical wood	24 months	fungi, rot, mold
10. Concrete construction elements C 35/45	24 months	
11. Fasteners	24 months	rusting
12. Polypropylene containers	24 months	

MAINTENANCE OF STREET FURNITURE

Despite the high service life and relative maintenance-free quality of STREETPARK s.r.o. street furniture it is necessary to treat the furniture according to the manufacturer's instructions in order to maintain the ideal properties. This extends the utility features of the furniture as well as aesthetic and prevents further damage to the product.

All street furniture gets dirty due to use, climatic conditions and other external influences, so it is necessary to clean regularly. For this purpose, use a softer soap solution with a classic kitchen sponge. It is forbidden to use chemical solvents to clean any parts of the street furniture. It is also necessary to check the street furniture regularly and, if damage is found, to repair it in order to prevent further deterioration. As part of the regular control (at least once every 6 months), it is also necessary, when the released stainless steel fastener is detected, to tighten it in order to avoid the deterioration or theft.

Always follow the manufacturer's instructions when cleaning or maintaining the street furniture!

MAINTENANCE OF STEEL

Maintenance of street furniture made out of steel grade 11 – hot-dip zinc or galvanized steel with powder coating

Mandatory maintenance to be done at least once every 6 months:

1. Clean and wash of surface of the product with soft soap solution or saponate
2. Control and if necessary tightening of released stainless steel fasteners
3. Control of steel construction surface and if necessary its repair

ad point 3. Instructions for repair of corrosion protection surface damage caused by galvanizing or cataphoresis and then powder coating colors

The following must be evaluated before the repair:

1. Scope of damage
2. Ambient temperature must be within the range from +5°C to +40°C
3. Air humidity must not exceed 80%
4. Surface temperature must not be less than 3°C above dew point

Repair procedure:

1. Mechanically clean the damaged area, the surface must be clean, dry and not greasy
2. Degrease with technical alcohol or gasoline
3. With sandpaper P120 roughen the surface
4. Apply zinc color with a high zinc content of at least 0.96%
5. After drying use sandpaper P280 to remove overflows and gently roughen the surface
6. Apply powder coated paint mixed with thinner - according to the manufacturer's Technical Sheets

In case of greater damage, we advise to entrust repairs to the furniture manufacturer.

Maintenance of street furniture made out of stainless steel

AISI 304 stainless steel products have excellent properties and are very resistant to chemical / water corrosion and mechanical damage as well. As with other materials, grease, dust, small metal particles and rust in the air and normal wear and tear can cause stains, discolouration and stains and exceptionally deformations. In order to avoid these changes to the furniture, it is

necessary to maintain it and wash it. As already mentioned, the furniture must be cleaned with a soft soap solution or gentle detergent, then only washed with water and wiped with a clean dry cloth. It is forbidden to use aggressive chemical products to clean stainless steel products, especially steel wire or abrasive detergents containing sand and similar rough materials.

Methods of removing contamination on stainless steel:

- a) Common cleaning - water with soap or gentle detergent: wash with a sponge, rinse with clean water and wipe dry
- b) Fingerprints - water with soap or organic solvent: wash with a sponge, rinse with clean water and wipe dry
- c) Oil and grease traces - organic solvent (acetone, alcohol): clean with soapy water, rinse with clean water and wipe dry

After removing the impurities as described above, the steel surface is clean. After each such cleaning, it is highly recommended to maintain the ideal properties of the steel surface to treat it with paraffin foam in a spray treatment. These sprays are available in large shopping centers for home improvement, gardening and workshop. The foam is evenly spread over the surface of the steel and after a slight drying it is polished with a dry and clean cloth. This creates a thin film on the surface that prevents oxidation and especially protects against grease and fingerprints. The use of this paraffin foam is highly recommended by the manufacturer before the first use of the product as well.

Locks and mechanisms - Regular maintenance required once every 3 months

1. Clean the locks from dirt and dust - we recommend using a cloth or brush
2. Test the lock function
3. Application of an oil-based mixture - lubrication of locks and mechanisms
4. Unlock and lock several times so that the oil enters the entire mechanism

Important notice for retractable, removable pillars and other lockable mechanisms!

Especially before and during the winter, it is necessary to treat the mechanisms according to the above mentioned points 1 to 4. It is necessary to do this as required and there is no exact maintenance interval specified, as it is mainly dependent on external weather conditions, frequency of furniture use and cleanliness of the furniture, but at least once every 3 months. In order to prevent the pillars from freezing in the winter season, it is necessary to treat the parts that fit in with the grease or the mixture on the same basis, which ensures frost resistance. It is forbidden to put parts of furniture with grease to dusty places, small and larger gravel or similarly polluted sites. In the event of contamination of the grease parts, it is necessary to remove it and apply a new clean layer of grease. After removing the column, the hole in the ground must be secured with a plug against water and other dirt.

MAINTENANCE OF BUS STOP SHELTERS

Mandatory maintenance performed at least once every 6 months:

1. Cleaning and washing the surface of the product with water with a soft soap solution or a saponate
2. Checking and eventually tightening loose fasteners
3. Surface inspection of the steel structure and, if necessary, its local repairs according point 3. Instructions for repair of corrosion protection surface damage caused by galvanizing or cataphoresis and then powder coating colors

Before correcting, the following must be evaluated:

1. Extent of damage
2. Ambient temperature must be within the range from +5°C to +40°C
3. Air humidity must not exceed 80%
4. Surface temperature must not be less than 3°C above dew point

Repair procedure:

1. Mechanically clean the damaged area, the surface must be clean, dry and not greasy
2. Degrease with technical alcohol or gasoline
3. With sandpaper P120 roughen the surface

4. Apply zinc color with a high zinc content of at least 0.96%
5. After drying use sandpaper P280 to remove overflows and gently roughen the surface
6. Apply powder coated paint mixed with thinner - according to the manufacturer's Technical Sheets

In case of greater damage, we advise to entrust repairs to the furniture manufacturer.

MAINTENANCE OF GLASS AND POLYCARBONATE PLATES

Mandatory maintenance performed at least once every 6 months:

1. Cleaning and washing the surface of the product with water with a soft soap solution or a saponate
2. Checking and eventually tightening loose fasteners
3. Checking and eventually replacement of seals

Any deformation of the polycarbonate or glass plate requires immediate replacement.

WOOD MAINTENANCE

As with steel parts, it is also necessary to check the wooden parts regularly once every 6 months. This prevents more permanent damage to the wood or even the need for complete replacement.

In case of using non-standard surface treatment (which is not recommended in below stated maintenance instructions) according to the customer's explicit wish, the customer is obliged to follow the recommended maintenance of the given surface treatment. Non-standard surface treatment is not subject to the STREETPARK warranty conditions.

Maintenance of furniture from spruce / larch wood

For spruce / larch wood, it is important to restore the painted wood at least once every 12 months. The paint should be pre-seasonal, ie. in spring.

The wood contains resin pockets, which are removed and repaired during processing. However, it is not possible to guarantee the 100% removal of the resin pockets. In the case of a small resin, which is a natural for wood, it is necessary to carefully remove the resin and re-paint the place.

The SAYERLACK type HI 221x paint system is used as standard for spruce / larch laths. It is water-soluble impregnation with added wax. The paint is applied in three layers. If the wood paint is mechanically damaged, it is necessary to repair the damaged area immediately in order to avoid damage to the entire lath.

When repairing a wood paint, wood humidity should not exceed 16%, the air temperature should not drop below + 5 ° C and the air humidity should not be above 70%.

Repair procedure for damaged spruce / larch wood paint:

1. Clean the surface with water with a soft detergent
2. Grinding with a sandpaper P120-150
3. Application of one or two layers of the lazura (depending on the degree of damage) with respect to the time interval specified by the manufacturer. We recommend using a sponge or cloth.

Application procedure for annual spruce maintenance paint:

1. Grinding with a sanding sponge (100 grit)
2. Application of two layers of the lazura with the respect to the time interval specified by the manufacturer. We recommend using a sponge or cloth.

In case of greater wood damage, we advise to entrust repairs to the furniture manufacturer or to order new laths.

The exception is the TWISTULA bench, which is completely without any surface treatment. Due to climatic conditions, the wood ages naturally which is manifested by graying or blackening.

Maintenance of furniture from accacia wood

Accacia wood products are standardly supplied with surface impregnation to protect wood against mold and rot. Acacia wood has excellent properties and it is not necessary to protect the wood in other ways. Nevertheless, the manufacturer recommends to treat the wood with teak oil. Regular treatment with teak oil ensures preservation of the original shade of wood. Without teak oil treatment, the wood will become grey faster depending on outside climatic conditions. Graying is the natural property of wood and can not be recognized as a warranty claim. Teak oil also partially improves the physical properties of wood. In particular it has an effect on closing and opening of pores and it prevents micro cracks in wood. Repeating rates of teak oil treatment depend on external climatic conditions, location of the furniture and intensity of the use of the furniture.

In general, the coating should be applied as the surface of the wood becomes cloudy and the rainwater starts not remainig on the surface in the form of drops but will begin to soak into the wood. It is recommended to apply the oil at least once a year, preferably pre-seasonally, ie in the spring.

A suitable type of teak oil for accacia wood is available in large shopping centers for home improvement, gardening and workshop.

Instructions for the treatment of accacia wooden parts with teak oil:

Wood humidity should not exceed 16%, the air temperature should not drop below + 5 ° C and the air humidity should not be above 70%.

Repair procedure:

1. Clean the surface with water with a soft detergent
2. The wood must dry.
3. Grinding with sandpaper P220
4. Application of 2 layers of teak oil with respect to the time interval specified by the manufacturer. We recommend using a sponge or cloth.

In case of greater wood damage, we advise to entrust repairs to the furniture manufacturer or to order new laths.

Maintenance of furniture from oak wood

Oak wood contains a large number of internal substances, especially so-called tannic acid, which helps to resist the environmental effects of oak wood without surface treatment placed outside. After application of the surface treatment, which perfectly prevents water from entering the wood, the effect of these internal substances does not come up.

Oak laths are protected by SAYERLACK two-layer coating system. It is a water-based paint with high elasticity, UV protection and biocide content. The paint is applied in two layers. It is composed of:

1x layer AM 549/XX ... impregnation mixed with water (XX = code of shade) - applied with brush

1x layer AZ 2130/89 ... top paint mixed with water – so called strong layer lazure applied by high-pressure spraying

Warranty conditions require a regular preventive check of all wooden parts of the furniture at least once every 6 months. This prevents more permanent damage to the wood or even the need for complete replacement. If the wood paint is mechanically damaged, it is necessary to repair the damaged area immediately in order to avoid damage to the entire lath.

For oak wood with surface treatment, it is important to restore the paint at least once a year. The paint should be pre-seasonal, ie. in spring.

It is not possible to accurately determine the period of paint renewal. This depends on the weather conditions and whether the benches are exposed to weather all year round or only seasonally. In general, it is desirable to restore the surface layer if it is mechanically damaged, for example at the edges. Repairs to the surface layer can be done on site. It is advisable to dismantle the laths from the benches after several years of use, to completely grind and re-apply the individual layers.

Due to the impossibility of application of the above paint system (application by high pressure spraying) on site, a water-based upper paint for painting is used for repairs - SAYERLACK AZ 2330/86. Druing the paint repairs, the wood humidity should not exceed 16%, the air temperature should not drop below + 5 ° C and the air humidity should not be above 70%.

The exception is the TWISTULA bench, which is completely without any surface treatment. Due to climatic conditions, the wood ages naturally which is manifested by graying or blackening. Substances of inorganic origin can cause local discoloration of the wood due to chemical or other influences. Oak wood contains a high proportion of tannic acid, which reacts to iron salts and iron parts in contact points by turning black. These properties of wood are not grounds for complaint.

Maintenance of furniture from wood pine ThermoWood

THERMOWOOD belongs to the 2nd class of biological resistance (according to KOMO certification), which represents a very high resistance to rotting. Due to the absolute absence of nutrients THERMOWOOD is able to withstand all wood-destroying pests and fungi. As a result of these changes it is possible to use it both in the exterior and in the interior without any issues. If THERMOWOOD is not being treated, it will not reduce its lifetime, but it is not possible to guarantee all declared properties of the material, the formation of larger than capillary cracks and its uneven color changes. However, regular treatment with OWATROL AQUADECKS ensures that the original color of the wood is preserved. Without treatment, the wood will turn gray faster depending on external climatic conditions. These natural phenomena are not a defect and cannot be recognized as a legitimate claim.

Warranty conditions require a regular preventive check of all wooden parts of the furniture at least once every 6 months. This prevents more permanent damage to the wood or even the need for complete replacement. If the wood paint is mechanically damaged, it is necessary to repair the damaged area immediately in order to avoid damage to the entire lath.

For ThermoWood with surface treatment, it is important to restore the paint at least once a year. The paint should be pre-seasonal, ie. in spring.

Maintenance of ThermoWood wood is possible in two ways:

1. Grinding of surface and subsequent application of OWATROL AQUADECKS

2. Removing the rest of the paint with OWATROL DILUNETT®, neutralizing the surface after removal of the paint with OWATROL NET-TROL® and after proper drying, new application with OWATROL AQUADECKS®. All according to the prescribed working procedures in the technical sheets and on the relevant OWATROL label.

Heavily weathered areas may require a two-layer application, depending on the condition after cleaning of the wood and before application.

THERMOWOOD wood treatment products we can offer to you:

OWATROL – AQUADECKSK: penetration adhesive final coating in package 1; 2,5 and 10l

OWATROL – NET-ROL: wood gray remover, cleaner, degreaser and wood neutralizer in packs of 1 and 2,5l

OWATROL – DILUNETT: paint remover of up to eight layers, remover of vandal graphite in packs of 1 and 2,5l

During the paint repairs, the wood humidity should not exceed 16%, the air temperature should not drop below + 5 ° C and the air humidity should not be above 70%.

Maintenance of furniture from tropical wood (GARAPA, AMARGOSO)

Tropical wood is a highly resistant South American tree that is one of the most durable woods in the world, sometimes called Brazilian Teak, with a beautiful Ipe-like artwork. Tropical wood offers high durability and hardness. The color is golden brown, red-brown to dark brown, with different shades.

Tropical wood products are treated with oil. It is not needed to treat tropical wood for its excellent properties in other ways. However, regular treatment with suitable oil will ensure the preservation of the original color shade of the wood and it will reduce the opening and closing of the pores as well. Without oil treatment, the wood will be grey faster depending on outside climatic conditions. These natural phenomena are not a defect and can not be recognized as a warranty claim. Repeating rates of oil treatment depend on external climatic conditions, location of the furniture and intensity of use of the furniture.

In general, the coating should be applied as the surface of the wood becomes cloudy and the rainwater starts not remaining on the surface in the form of drops but will begin to soak into the wood. It is recommended to apply the oil at least once a year, preferably pre-seasonally, ie in the spring.

A suitable type of teak oil for acacia wood is available in large shopping centers for home improvement, gardening and workshop.

Instructions for the treatment of tropical wood parts with oil:

The wood humidity should not exceed 16%, the air temperature should not drop below + 5 ° C and the air humidity should not be above 70%.

Repair procedure:

1. Clean the surface with water with a soft detergent
2. The wood must dry.
3. Grinding with sandpaper P220
4. Application of 2 layers of oil with respect to the time interval specified by the manufacturer. We recommend using a sponge or cloth.

In case of greater wood damage, we advise to entrust repairs to the furniture manufacturer or to order new laths.