

JENSEN LEISURE FURNITURE

PRODUCT KNOWLEDGE HANDBOOK 2019



Topics

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P 1 800 403 0403 F 804 612 4451



Jensen Leisure Furniture

- Jensen Timber Collections are all manufactured with FSC® 100% certified timbers
- Factory locations: Santa Cruz, Bolivia and Cebu, Philippines
- Today, our vertically-integrated supply chain ships continual supply of high- quality furniture to our USA warehouses in Sandston, Virginia where our goal is to provide the highest standard of service to our dealer network
- Jensen Leisure Furniture Administrative office, warehouse and cushion manufacturing are in Sandston, Virginia
- Permanent showrooms in Chicago Merchandise Mart Showroom #1574 and Atlanta America's Mart Design Centers, The Gardens #10A20-21-25

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One thoughtful purchasing choice of furniture can have a profound impact. Look for the FSC label, giving our forests value.





What is FSC& howitworks

- 1. The Forest Stewardship Council, FSC, was formed in 1993 to promote responsible and sustainable management of the world's forests. Over 275 million acres of forests have been independently certified, carrying the FSC label on their products.
- 2. Certification assures rights of workers, welfare of their families providing housing, food, education and health care, while protecting forest lands and the wildlife which inhabit them.
- 3. Sustainable forest management and harvesting practices are followed as trees are cut. COC (Chain of Custody) paper trail begins.
- 4. Harvested trees are transported to a FSC certified mill, where logs are processed into FSC certified lumber, COC continues.
- 5. FSC certified manufacturers use FSC certified raw materials to make wood products, COC continues.
- 6. FSC labeled products are transported to retail stores worldwide. COC continues.
- 7. Consumers purchase products with the FSC label. COC ends.

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lpe timber

- Opal - Topaz - Richmond - Classic Jensen - Kaffe

Ipe (pronounced "EE-pay") has been known in Europe as a premium furniture, outdoor decking, and flooring wood for more than 200 years.

Ipé and Roble trees are at least 100 years old when they are harvested. The age and large diameter of the logs allow Jensen to manufacture its furniture with 100% solid heartwood. Only the heartwood portion of the tree is structurally stable and naturally resists swelling and contraction caused during seasonal changes in outdoor environments.

A strikingly beautiful chocolate brown timber that weathers to a silver patina.

Many historic buildings and bridges in Europe contain Ipé decking and flooring. Here in the US, the historic Atlantic City Boardwalk is constructed of 100% Ipe, as are New York City park benches.





Paris Soferino Bridge - Ipe

Atlantic City Boardwalk - Ipe

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Roble timber

- English - Tivoli - Santa Cruz - New Kent Rocker

Roble (pronounced "Row-blay" is a native hardwood from Eastern Bolivia. is FSC® 100% certified.

Roble has been known for decades in Europe as a premium garden furniture wood. It is highly valued for its outdoor stability and durability.

The large size diameter of Roble tree trunks allows for wide board and clear cuttings of 100% heartwood, the most durable part of the tree.

Timber	Specific Gravity (grs/cm3)	Weight (ibs/ft3)	Bending Strength (psi)	Hardness (Ibs)	Maximum Crushing Strength (psi)	Dimensional Movement in Service
Teak	0.55	40	13,310	1,000	6,770	Small
Roble	0.55	40	12,800	800	6,880	Small
lpé	0.97	75	28,000	3,680	14,000	Small

Center for Wood Anatomy Research USDA Level Service - Fuest Products Laboratory - One Giftont Product Date - Madican, Wisconsin 51726-2188

Argento Collection is Roble timber where the surface is distressed, with some areas sanded smooth, to provide a weathered, driftwood appearance. Argento with continue to weather over time to a deeper gray with minimal care required.

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2019 New Introductions

Laguna Collection



Modern Style, designed

by American designer Fred Doughty. 100% FSC certified Ipe timber. Consists of Laguna Stacking and Side Chairs, both Rectangular and Square Dining Tables, Lounge Chair, Side and Coffee Tables.

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Nest Collection



Retro Style, created by Italian designers Edi & Paolo Ciani. Collection consists of Nest Lounge or Swivel Chairs with seatpad in Premier Lagoon, Ottoman, and Side Table. The Virofiber gray and blue flat weave is created on a commercial grade, powder coated aluminium frame, with 100% FSC certified Ipe base.

Vintage Collection





Classic, Traditional Style, created by Danish designer Povl Eskildsen. This collection consists of Vintage Dining and Side Chairs, Lounge, Swivel, Loveseat, Sofa, Ottoman, Chaise, Coffee, Side and Lamp tables. Rich Bronze-Brown Virofiber open weave on a commercial grade, powder coated aluminium frame, with 100% FSC certified Ipe arms and base.

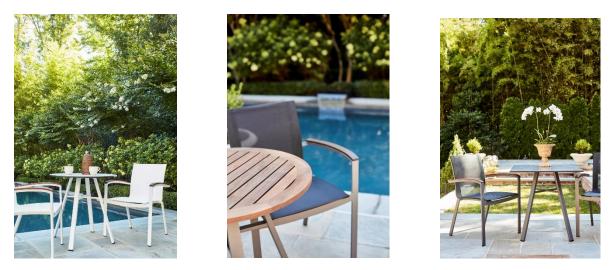




Unicon Chairs

Transitional Style, created by Swedish designer Dick Bjork. Dining and Side Chairs. The Virofiber flat, contoured weave combines handsomely with the 100% FSC certified Ipe timber frame.

Harmony Collection



Contemporary Style, created by Italian designers Edi & Paolo Ciani. Collection consists of Harmony Stacking Chairs in gray or white powder-coated aluminium frame with sling, Square or Rectangular Dining Tables, Round or Square Bistro Tables with gray or white High Pressure Laminate tops, or Ipe tops.



Jett Collection



Contemporary Style, created by Seth Alguire, Senior designer at HTK Design High Point, NC. Sleek, linear design combines 100% Ipe timber on black powder-coated aluminium frame. Custom Rain cushions in Canvas Granite, with zippers. Insertable Side and Coffee table tops in choice of white, black or Ipe tops.

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Care & Maintenance

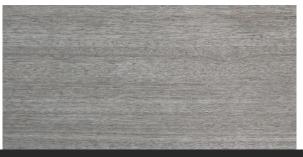
IPE SIMPLE CARE:

IPE NEW SET:

- Let your new set sit outside in the elements for estimated 2-3 months.
- Re-finish your set
 - 1. Ipe Aftercare kit- Clean with Brightener to prepare Ipe for Penofin Verde. OR
 - 2. Clean wood with mild dish soap and water to prepare Ipe for Penofin Verde.
 - 3. Once clean allow set to dry completely
 - 4. Apply Penofin Verde paying close attention to follow directions on bottle.
- After Step 4 you will only need to apply Penofin Verde on clean surfaces when needed.
- Wood Shield
 - Ipe timber is naturally porous and, like any wood, can stain. To prevent staining from water spots, food, wine or bird droppings, apply wood shield to table tops and seating arms immediately after purchase. Follow directions provided on the bottle.
- Wood Cleaner
 - This product can be purchased to clean the wood, in lieu of Brightener or mild dish soap and water.

All wood is a natural material subject to changes in the environment. The look and feel of natural wood is part of the appeal of owning wood garden furniture. Although Ipe is naturally stable, small checks in the wood surface may appear if the furniture is placed in dry or sunny environments. Superficial checking in no way affects the structural integrity and longevity of your furniture. In full

sun, Ipe will naturally- weather to a silver gray.





ROBLE:

- ROBLE is an extremely stable timber, small checks in the wood surface may appear if the furniture is placed in dry or sunny environments.
- WOOD CLEANER If you have allowed your furniture to completely dry out, or if the wood surfaces have become stained and dirty, Wood Cleaner is recommended. After application according to instructions, rinse thoroughly and allow to completely dry.
- WOOD SHIELD is highly recommended as final step. The light, clear solution operates to protect the tabletop and seating arms from water and food stains.
- ARGENTO COLLECTION ARGENTO AFTERCARE can be purchased and already contains Wood Shield in the formula to protect the surfaces. Be sure to <u>shake the Aftercare bottle well</u> before applying.
- Apply thin coat and let dry completely (approximately 30 minutes), following the instructions on the bottle. Apply second coat. Once dry, apply Wood Shield.
- For repairing Argento furniture with scratches or transport rub marks (exposing the natural Roble underneath finish), we recommend ARGENTO TOUCH-UP KIT. Detailed instructions must be followed.

WOVEN, Virofiber: Coral, Santa Cruz, Nest, Vintage & Unicon

- Non-toxic and 100% recyclable
- Fade resistant
- Apply lukewarm water and mild, non-foaming soap with soft cloth or sponge. Brush the furniture clean with soft pad and rinse furniture with clean water. Cleaning recommended at least once a year.

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SLING: Topaz & Harmony

- Sponge using a solution of one cup mild detergent mixed with one cup household bleach in three gallons of water.
- Rinse thoroughly with clear water and air-dry completely. Treat any stains as soon as possible. Do not use any abrasive household cleaners. For more information, visit <u>www.twitchellcorp.com</u>

SUNBRELLA STRAP: Eflex Chairs

- Lightly brush off dirt
- Mix 1/4c mild soap with warm water
- Apply generously over strap and interlacing to soak
- Scrub gently with soft bristle brush or sponge
- Rinse thoroughly, removing all soap, allow strap to dry

SUNBRELLA CUSHION FABRICS www.sunbrella.com/cleaning

- Machine Washing Remove covers, wash in cold water in mild laundry soap If fabric heavily soiled add 1c bleach. Wash and allow fabric to AIR DRY.
- Hand Washing- Prepare solution of 1/4c mild soap in gallon of water Place solution in spray bottle. Spray entire surface and allow to soak 15 minutes.
- Remove stain with sponge or clean towel. **DO NOT SCRUB WITH BRUSH**
- Rinse thoroughly with water to remove any soap residue
- Allow fabric to **AIR DRY**
- If heavy stain/mildew severe, bleach quantities may be increased

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Five Year Limited Warranty

Jensen Leisure Furniture LLC as the manufacturer of your 100% FSC certified furniture undertakes to guarantee all products against both material and manufacturing faults and defects *for a period of five (5) years from date of purchase*. In many cases a digital photo will be required to qualify a warranty decision. A free replacement of any defective part covered by this warranty will be made available during this period.

The manufacturer accepts no responsibility, in any way, for damage caused by misuse, abuse or accident, and such damage shall be construed as a breach of contract. Neither shall the manufacturer be liable for fading, natural aging of the timber, graying, or nonstructural, natural occurring timber features and surface checking.

Jensen Leisure shall not be liable for, and specifically excludes, any claims caused directly or indirectly by any event or matter beyond its control, including incidental, consequential or contingent damages suffered as a result of a breach of this written warranty or any implied warranty. This exclusion shall not in any way affect your statutory rights by law. No other warranty, either written or oral, shall be authorized by Jensen Leisure Furniture LLC.

In the event the furniture is used in a commercial setting, other than domestic purpose, the guarantee as referred to above, shall apply for a period of *three (3) years from date of purchase only*.

SPARE PARTS: Since much of Jensen Leisure furniture is comprised of component parts, spare parts are available for replacement or purchase from our Customer Service and Warehouse Parts Department.



Replacement Parts & Warranty Procedures

Using the Jensen Leisure Furniture Warranty Form, please provide our Customer Service with the details of your request or claim. Information required includes: Digital Photo, Product Item Number and Name, specific Component Part by referring to the assembly instruction packet in each product carton and a brief summary stating the issue. A decision from Jensen Leisure is to be provided within a 48 hr. timeframe.

Should the retailer or customer disagree with the decision of Jensen Leisure, they may request a second evaluation of the claim. Upon such request, Jensen Leisure administration, together with the sales representative, will re-evaluate the claim and render a decision, which shall be final. If Jensen Leisure determines after the second evaluation, that the claimed defect is less severe than determined in the initial evaluation, Jensen Leisure may resolve the claim by providing an appropriate remedy even if such remedy is less valuable than that offered in the initial evaluation.

Being that our furniture is knockdown, it is both respectful of the resource, while cost-effective, to ship the specified replacement component part from our warehouse parts department. Should, from photo review, it be assessed that multiple components of a single product require replacement; Jensen Leisure, in its sole and absolute discretion, may decide to replace and ship the complete product at no charge.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.



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