
CARE GUIDE

Rattan Furniture

Handwoven Weave

What type of rattan are Maze products made from?

Our rattan is PE Rattan (Polyethylene) which is a synthetic resin wicker. PE Rattan is a manmade weave which is high in strength and durability meaning your garden furniture is designed to last many years.

The wicker rattan is UV, frost, and water resistant, meaning it can withstand our UK climate. The benefits of PE Rattan are that it's environmentally friendly (recyclable), more economical than natural rattan and requires little or no maintenance.

How to clean your rattan

The rattan furniture frames will get dirty and dusty after the winter months underneath the cover or being kept in storage. You can easily clean your rattan furniture when you take it out of storage by simply using a hose pipe and sponge to wash the dirt and dust away.

We supply cleaning kits which we have made to suit cleaning your rattan set, please look for our "Maze - Rattan Garden Furniture - Cleaning & Protector Kit for Outdoor Rattan"

Does our rattan contract and expand?

Yes, all our rattan will contract and expand based on the weather conditions. In warm weather, our rattan will expand and then contract back to its original state once temperatures become cooler.

This is a completely normal trait for rattan garden furniture and in result will stop the weave from snapping and becoming brittle in the winter months.

Please avoid leaving reflective objects on your table in direct sunlight (glasses, bottles, ornaments) as this may lead to your rattan damaging in the sun.

Rattan colour & pattern variation

Please note many of our rattan weaves are made up of varying colour strands and the colours can vary in due to the items being handmade. These variations can look slightly different once in your garden dependent on the level of sunlight and the design of each set may mean your weave is woven in different configurations. The colour can also vary, in the morning some ranges may look a little greyer and in the afternoon the sun may pick out more beige tones. All our photos have been taken in different settings and lighting. All our items are handwoven; no weaving is identical throughout our sets. All finishing strands are pinned in place to ensure they do not unravel.

Cushion Care:

How do I wash my outdoor cushions?

To clean our cushions, we recommend a simple hand wash with warm soapy water and a clean cloth. Our cushions are not machine washable and cannot be tumble dried.

Can I leave my cushions outside?

We recommend that your cushions are stored away when not in use. We strongly advise that cushions should not be stored underneath your protective cover, otherwise the cushions will become water stained.

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Cushion Care: (Ascot Range Only)

How do I wash my outdoor cushions?

To clean our cushions, we recommend a simple hand wash with warm soapy water and a clean cloth. Our cushions are not machine washable and cannot be tumble dried.

Can I leave my cushions outside?

Yes you can leave these cushions out, they are weatherproof.

Care for your Tempered Glass:

What is tempered glass?

Tempered glass is one of the most well-known forms of safety glass, we use tempered glass as it is also durable and high in quality. It will crumble under high pressure or excessive force but not break into dangerous shards.

How can I clean my tempered glass?

Leaving any type of glass outside, you will find it gets dirty and dusty and a mildew can build up from the weather elements changing. You can easily clean the glass with a warm soapy cloth, then use another separate cloth which is damp to polish the finish and allow to dry. We supply cleaning kits which we have made to suit cleaning your outdoor glass tables, please look for our "Maze – Outdoor Garden Furniture –Glass Cleaner"

What type of metal is my furniture made from?

Our ranges are made from high strength aluminium, we powder coat the surface to give the furniture a durable finish and decorative appearance.

How durable is the frame when exposed to all weather?

Our frames are highly UV, water, and frost resistant. They are also light weight to easily move around your garden space.

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How to clean your aluminium frames

During the winter months you will find your aluminium frames will collect dust and dirt if exposed outside or kept in storage.

Our frames can easily be cleaned with warm soapy water and a sponge, the frames will dry within an hour.

How to care for polywood:

Polywood is easy to care for, a simple, clean with warm soapy water will remove any build up of dirt.

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Caring for your Fire Pit System:

To enjoy years of great performance from your fire pit, make sure you perform the following maintenance activities on a regular basis.

Keep exterior surfaces clean: (Wait until the fire pit is fully cooled before any cleaning)

- Use warm soapy water for cleaning. Never use flammable or corrosive cleaning agents.
- While cleaning your unit, be sure to keep the area around the burner dry.
- Do not submerge the control valve in water. If the gas control is submerged in water, do NOT use it, as it must be replaced.

Visually inspect burners before use:

- Make sure stones are dry before lighting.
- Gas odour with extreme yellow tipped flames.
- The Firepit not reaching the desired temperature.
- The Firepit making 'popping' noises.
- Keep the burner and air vents clear from obstructions.
- Spiders and insects can nest in the burner or orifices, which can damage the firepit, clean burner holes with a pipe cleaner.
- Compressed air may help clear away smaller particles.
- Always place lid or protective cover on heating element when not in use.
- DO NOT leave the fire pit connected to the gas bottle when not in use.

Please note: Wait until the fire pit is fully cooled before storing or covering your fire pit.

GENERAL INFORMATION

Assembly Instructions

WARNINGS

- We suggest you retain these instructions for future reference.
- Keep fittings out of children's reach and keep children away from construction area.
- Periodically check all fittings and re-tighten as necessary.
- Do not sit or stand on your table.
- Do not stand on your furniture.
- This product should only be used on firm, level ground.
- Ensure any safety locks are correctly located and locked in place for any mechanisms before use.
- Keep hands away from folding mechanisms to prevent possible entrapment or injury.
- Any folding mechanisms should only be used by competent adults.
- The glass used in this product is tempered and complies with BS EN 12150-1:2009

DO

- We suggest you spend a short time reading through this leaflet before you start.
- When you are ready to start, make sure that you have the right tools and plenty of space.
- Unwrap all packaging materials and place the components on a clean flat surface to protect it from damage.
- Carefully check that you have all the parts before starting assembly.
- Please retain the assembly tools. You may need them in the future to re-tighten the bolts, or if you want to dismantle the furniture for storage.
- Please make sure that the product is clean and dry before putting it into storage.
- We recommend the use of furniture covers to protect your furniture when not in use. During severe weather conditions, please move your furniture inside. (eg. high winds)
- To clean your items, please use mild detergent in warm water. Rinse with clean water and dry thoroughly. Do not use abrasive cleaners, strong detergents, bleach, acid or solvents on the frame parts.
- When cleaning glass panels, use a damp cloth with washing up liquid or soft soap if necessary. Do not use washing powders or any other substances containing abrasives since these substances can scratch glass panels.
- Mop up stains/spills immediately as this may cause spot burns through glass.

DONT

- Do not sit on the arms of your furniture.
- When moving furniture never drag the pieces across the floor, as this will cause damage to the joints.
- Do not use silicone based furniture polish.
- Do not rub or scrub any surfaces with abrasive materials.
- Use placemats and coasters to protect the surfaces.
- Do not use glass as a chopping surface.
- Do not strike the glass.
- Store away paraols when not in use.
- Do not leave reflective items on your glass.
- Do not stand the glass on its edge as that may cause damage / chips.

ASSEMBLY

Two persons to assemble the unit and lift the unit into position.

MISSING PARTS

If you are missing any fixtures or fittings for your product please contact customer services, referring to the part specified on the instructions.

DAMAGES

Please unpack this product carefully. Should you need to return the item, please repack the item inside its original packaging.

Contact customer services to report your damages and they will advise of the return process.