



FURNITURE & FIXTURE CARE / WARRANTY GUIDE



IDEAL IMAGE

— Est. 1993 U.S.A. —

Building Brand Power

www.idealimageinc.com

115 Haas Drive, Englewood, OH 45322 Phone: 1-800-774-7617

FURNITURE & FIXTURE CARE

Proper maintenance using the correct care products is necessary to ensure the durability of branded elements. The materials have different cleaning and maintenance requirements. See below for important information and instructions.



PAINTED SURFACES

- Clean using soft, damp micro fiber cloth and let dry.
- If further cleaning is needed use automotive grade paint cleaner.

STAINLESS STEEL

- Clean using soft, damp micro fiber cloth and let dry.
- If further cleaning is needed use Stainless Steel Magic.

LAMINATE SURFACE

- Clean with a lukewarm water and mild detergent.
- Do not soak.
- Clean using soft, damp cloth and rub dry.
- Pre-clean stubborn dirt with Dirtex.
- To avoid streaks: re-clean with water solution.

FABRIC GRAPHICS

Fabric requires different care than other hard surface display materials. With proper care, your fabric product will perform well for a long time.

- Lint or dust can be removed with a static wipe, such as Swiffer.
- Fabric may be hand vacuumed with upholstery attachment.
- Inspect fabric periodically and treat stains promptly.

GRAPHICS WITH PROTECTIVE COATING

- Clean with a lukewarm water and mild detergent.
- Do not soak.
- Clean using soft, damp cloth and rub dry.
- Pre-clean stubborn dirt with Dirtex.
- To avoid streaks: re-clean with water solution.

LARGE FORMAT GRAPHICS WITH PROTECTIVE COATING

- Clean with a lukewarm water and mild detergent.

GLASS

- Clear glass: can be cleaned with regular glass/window cleaner.
- Frosted glass: for stubborn fingerprints clean with denatured alcohol.

PLASTIC AND ACRYLIC PARTS

- Plastics tend to be statically charged and thus attract dirt.
- Regular cleaning is necessary to prevent films of dirt from forming.
- Stains are to be removed carefully using Dirtex/Brillianize and a soft cloth. Other conventional cleaning products are aggressive and can cause irreparable damage to acrylic.

KRION SOLID SURFACES

- Clean with warm water and soap.
- Clean using any non-abrassive, amonia-free cleaner.

WARRANTY



Ideal Image guarantees its products to be of good quality and free of manufacturers defects.

The Warranty Period begins on the date of product arrival. See Product Warranty Period terms below. During the Warranty Period, Ideal Image will, at its own discretion, warrant all parts and product to be free of damage without failure. All product must be received and signed for at time of arrival. Please inspect the products upon arrival, damages incurred during assembly or installation will not be covered by Ideal Image's warranty. Any damage not reported within 24 hours of receiving will not be considered warranty and will be chargeable to the cost of the retailer. This warranty covers issues due to normal use. It does not cover any defect resulting from misuse, abuse, damage by others, water damage or other environmental conditions other than for the intended design. See care instructions on opposite page which are compatible with the variety of materials used.

Product Warranty Period

Metal and wood structures - 5 years.

Graphics - Laminated images, large format image panels, and fabric image inserts - 2 years.

Electronics - See specific manufacturer's warranty.

Seating - See specific manufacturer's warranty.

To enact a warranty claim, the customer should contact Ideal Image with the concern. At that time, the customer may be asked to provide additional information to allow the Ideal Image team to evaluate the cause and prepare the appropriate action to be taken. If the determination results in a needed warranty repair or replacement, said action will be performed by Ideal Image within 30 days.

Warranty work is available after full payment for the original agreement has been received by Ideal Image.

CUSTOMER SERVICE

In the event a warranty or service concern develops with our products, please contact Ideal Image Customer Service Monday-Friday, between the hours of 8 AM and 5 PM Eastern Standard Time via 1-800-774-7617 extension #1139. If your call is beyond our normal working hours, please leave a voice message with the project name, your full name, phone number and a brief explanation of the nature of your call. Or email us at customerservice@idealimageinc.com.

A customer service representative will return your call the next business day. The customer service representative will facilitate this process between you and project management. Resolution of your concerns will be addressed and/or completed within 30 days of the initial contact.



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