

# PRODUCT CARE MAINTENANCE AND WARRANTY

Square Bear products are manufactured from premium materials and components that guarantee lasting durability and quality. A high standard of finish on your Square Bear products can be achieved with a regular program of care, cleaning and maintenance. We recommend this occurs at least once every six months.



## ACOUSTIC PET MATERIAL

Vacuum surfaces using low suction and a smooth surface attachment. Treat spills and stains as soon as possible using a patting motion and a clean absorbent cloth. Do not use a rubbing motion on any stain/spill. Gently scrape up any solid substance that has soiled the surface without scrubbing the surface. Use any fabric cleaning agents strictly in accordance to their instructions to remove the residue of any spill. Do not saturate the acoustic PET material with water or other cleaning liquids.



## GLASS

Square Bear recommends the use of standard glass cleaners like Windex or Glitz for a streak and smudge free finish. Apply a thin film of spray to the internal and external surfaces and then wipe clean using a lint free paper towel or micro-fibre cloth.



## TIMBER, LAMINATE AND METAL PARTS

To remove dust or mild blemishes from the surface wipe with a soft cloth or paper towel and a mixture of water and mild detergent. When cleaning timber, carefully wipe parallel to the timber grain to assure edges do not chip or cloth does not catch. For other marks, select a suitable cleaning product and follow all of the manufacturer's safety and cleaning instructions provided. Avoid using abrasive cleaning agents as these may change the appearance of gloss and matt surfaces.



## DESK AND DOOR HANDLES

The handles used for opening and closing the RETREAT door and drop-down table are manufactured from stainless steel. These can be cleaned with a regular spray and wipe cleaning solution and a soft non-fibrous damp cloth. Square Bear recommends the use of an anti-bacterial 'spray and wipe' solution to enhance hygiene.



# PRODUCT WARRANTY

Square Bear products are warranted against manufacturing defects and mechanical fault for a period of seven (7) years. The warranty is valid from the date of product delivery to each respective project.

Product warranties exclude the following:

- Parts that are subject to normal wear and tear in use, including hinges and coated surfaces
- Damage or deterioration due to normal wear and tear. Replacement parts that are subject to wear will be made available for a period of seven years (labour costs for installation will apply)
- Damage due to improper installation of the product(s) by unauthorised Square Bear technicians
- Damage due to improper handling or inappropriate use of the product(s), or neglect or malicious / deliberate act

Products sold by Square Bear Acoustics Pty Ltd ABN 67 630 445 368, 6/80 Jemma Road, Prestons NSW 2170, Australia (Square Bear) trading as Square Bear, here after referred to as Square Bear in this document and its subsidiaries come with guarantees that cannot be excluded under Australian Consumer Law.

Consumers are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. Consumers are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

In addition to all rights and remedies to which consumers may be entitled under Australian Consumer Law and other relevant legislation, Square Bear offers a further warranty on the terms set out below.

The benefits given to consumers by this Warranty are in addition to other rights and remedies that may be available under a law in relation to the products to which this Warranty relates. This Warranty does not exclude, restrict or modify any such statutory rights or remedies. Square Bear warrants the products sold by it and its subsidiaries to be free from defects in material and workmanship for the warranty periods set forth.

This Warranty covers the sale of Square Bear products in all countries. During the applicable warranty period, Square Bear, as its sole obligation, will repair or replace (at its option) any product, part, or component covered by this warranty and sold after the effective date of this Warranty which fails under normal use as a result of a defect in material or workmanship; Square Bear will repair or replace the aforementioned product, part, or component with a comparable product, part, or component.

This Warranty extends only to the original purchasers who acquire new product from Square Bear, its subsidiaries, or its authorised resellers. Without excluding, restricting or modifying any rights or remedies applicable under the Australian Consumer Law or other relevant legislation, where a product has been purchased second hand, Square Bear will not be liable for claims against product warranties.

Any product, part, or component must have been used according to Square Bear's published instructions and installed by a Square Bear technician or an authorised Square Bear installer. If these requirements are met, warranty coverage will be extended. Any misuse, abuse, or modification to the original product voids the warranty.

Square Bear does not warrant the performance of product installed in conjunction with pieces that are not original Square Bear components.

The warranty period starts from the date of product delivery and installation onsite.

Subject to any rights or remedies to which you may be entitled under the Australian Consumer Law or other applicable law, and without excluding, restricting or modifying any such rights or remedies this document inclusively describes all of the warranties given and remedies available with respect to Square Bear products and services. Square Bear and its subsidiaries disclaim any other warranty whether express or implied, statutory or otherwise, in relation to the products.

Without excluding, restricting or modifying any rights or remedies to which you may be entitled under the Australian Consumer Law or other applicable law, Square Bear does not warrant:

- Natural variations in wood grain or figure or the presence of character marks
- Changes in surface finishes due to aging or exposure to light
- Marks, scars, or wrinkles occurring naturally in leather
- Veins, marks, voids, fissures, or cracks found naturally in stone
- Failure resulting from normal wear and tear
- The matching of colours, grains, or textures of natural material
- The colour fastness, or the matching of, colours of textiles, including an exact match to cuttings, samples, or to swatch cards
- Damage, marking, or staining of veneer surfaces due to contact with rubber or similar
- Compounds damaged from sharp objects or imprinting from writing instruments, or prolonged exposure to direct sunlight
- Discoloration of textiles due to soiling, stains, or dye transfer from clothing including denim

Square Bear tests customer supplied items for manufacturing quality only and, without excluding, restricting or modifying any rights or remedies to which you may be entitled under the Australian Consumer Law or other applicable law, does not provide any warranty with regard to these materials. Square Bear does not warrant products that are exposed to extreme environmental conditions or that have been subject to improper storage.

Square Bear products meet the requirements of national and specific local codes. To the extent allowed by law and without excluding, restricting or modifying the application or exercise of any right or remedy to which you may be entitled under Australian Consumer Law or any liability of Square Bear in relation to a failure to comply with a guarantee that applies under Australian Consumer Law to a supply of goods or services, any implied warranties are disclaimed and, to the extent they are legally required, are limited in duration to the duration of this written warranty.

Unless required by the Australian Consumer Law or other applicable law that cannot be excluded, Square Bear shall not be liable for loss of time, inconvenience, commercial loss, or incidental or consequential damages.

Except as stated above, Square Bear will not be liable for any loss or damage (including costs) however caused, whether direct or consequential, incurred or suffered by the purchaser or any third party in respect of the products.

Nothing contained herein will, or will be considered to, exclude, restrict or modify the application of any right or remedy to which a consumer may be entitled under the Australian Consumer Law, nor any liability on Square Bear's part in relation to a failure to comply with a guarantee that applies under the Australian Consumer Law to a supply of goods or services or for death or personal injury resulting from negligence.

## **WARRANTY CLAIMS PROCESS**

To make a warranty claim please ensure you have the following information:

- Proof of purchase (copy of invoice, sales receipt or sales order)
- Image and description of fault
- Address where the product is currently located
- Contact details of the claimant (must correspond to the purchaser's details)

Then, please contact Square Bear on +61 2 9189 1444 or via email at [sales@square-bear.com](mailto:sales@square-bear.com) with the details of the warranty claim. Square Bear will usually respond within 3 working days.

Given the nature of the products sold, location of the installation, and proximity to our market partners, warranty claims are usually finalised within 30 days if the parts are located in Australia. If the product requires repair using parts that need to be sourced internationally or the product needs to be replaced, this may take up to 12 weeks depending on stock holdings at the time of the warranty claim.

If a warranty claim is approved by Square Bear, the costs of providing the remedies as set out in this Warranty will be covered by Square Bear.

For more information about our products and services please call +61 2 9189 1444 or see <https://www.square-bear.com>  
Effective 2021.

## **SQUARE BEAR**

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