

## **GAR Products General Information**

### **Construction:**

#### *Materials*

All wood seating is manufactured from the highest quality European Beechwood. Gar Products supports European factories which contribute to the regeneration of Beechwood forests. All upholstered seat panels are made from plywood, not particle board. All European hardware is disposed of and replaced with superior hardened steel. Any chair/barstool that utilizes a single lag bolt automatically gets "P" brace or additional hardware to further secure its stability. Connections are glued, pinned and angled wherever possible.

#### *Fire Code*

Gar Products manufactures all seating products to nationally recognized standards for fire retardancy of upholstered materials and foam padding. We use Graf Polymer and Neoprene based foams. These are available in a variety of specifications for different seating needs and for passing flammability specifications. For those applications that require the utmost in fire retardancy, Gar Products utilizes a nationally known foam manufacturer to supply our Safe Guard Foam. Safe Guard Foam is a flame resistant cushioning, manufactured to utilize a low smoke polychloroprene latex compound; flame resistant properties shall not change if exposed to liquids. Cushioning is open-cell and breathable. Approved for high and medium risk institutions, including prisons, mental health facilities, hospitals, and universities. Utilizing correct compounds and upholstery methods, it will conform to California T.B. 133. All vinyls and fabrics shown on Gar Products swatch cards are marked with detailed information as to what fire specifications they meet. Test data is available upon request. When an order is placed, the factory reserves the right to question if the correct fire specifications are being met. It is the customer's responsibility to inform the factory of all required specifications. If the customer chooses to ignore requirements, they will be asked to sign a waiver.

### **Product Testing:**

Gar Products operates an in-house testing station that each chair/barstool must pass before being added to the product line. All chair/barstool craftsmanship and hardware are tested for strength and durability in a simulated environment. Please feel free to contact the factory directly for further information regarding testing procedures and standards.

### **Ultra Violet (UV) Finishing:**

Gar Products' in-house, Ultra Violet (UV) Finishing Line is the most uniquely automated, three dimensional Ultra Violet finishing system in the industry. By combining UV technology with an automated electrostatic application, GAR Products offers the finest custom finishing available. Our exclusive UV Finish consists of 100% solids, all of

which are captured in our system. As a result of our “environmentally friendly” operations, Gar Products has been certified under the Environmental Protection Agency’s Green Start Program.

UV coatings are used in the golf industry on clubs and balls, and in cosmetics industry on caps and lids. UV coatings are also used on cellular telephone housings, hardware fixtures, doors, plumbing, and automotive plastic headlight lenses. UV coating work when high intensity light energy is absorbed by photo initiators which activate free radicals resulting in activated chemical components in the coatings formulation. The end result converts a liquid into a solid in seconds.

Benefits of a UV finish over a lacquer finish include, but are not limited to:

- More durable and longer lasting finish
- Higher abrasion and stain resistance
- Smoother, silkier feel
- Enhanced color clarity and depth
- Inherent water resistance
- Environmentally safe
- Instantaneous cure time

Independent laboratory tests conducted with the following substances on Gar Products UV finish produced the following results:

Acetone - No noticeable effect  
Ammonia - No noticeable effect  
Catsup - No noticeable effect  
Coffee - No noticeable effect  
Finger nail polish - No noticeable effect  
Ink\* - No noticeable effect  
70% Isopropyl - No noticeable effect  
Mustard – No noticeable effect  
Vinegar- No noticeable effect

Test panel was exposed to stains for eighteen (18) hours. After exposure, the test panel was washed with soap and water, then with naphtha.

\*Denotes that acetone was needed to remove the stain

Gar Products offers a variety of standard House finishes, from traditional wood finishes to unique and innovative colors. Wood chip samples are available upon request. Since wood is a product of nature, which varies from tree to tree and piece to piece, actual wood samples and products may vary.

As an added benefit to customers, GAR Products offers custom UV color matching. We can match any existing wood work in any application with the exception of solid white. The factory requires a finish sample to be sent to the factory for customization. Our

custom sample must be authorized by the customer (sample signed, dated and returned to the factory) before production can begin.

### **European Lacquer Finishes**

In addition to UV finishes, Gar Products offers many models with European Lacquer finishes. European Lacquer finishes vary from model to model based on the country of origin. Due to the difficulty in maintaining European Lacquer finish consistencies, Gar Products will not be responsible for finish variances.

### **Quotations**

#### *Custom Painted Chairs & Barstool Quotes*

Please contact us for all custom hand painted chair and barstool quotes.

### **Placing Orders**

If an order is to match a previous order (i.e. finish), it must be noted on the purchase order so Gar Products may attempt to match the finishes if inventory allows. Gar Products will not be responsible for color/finish variances.

### **C.O.M. (Customers Own Material)**

#### *Yardage Estimate Requests*

The factory requires the following information to process a C.O.M. yardage estimate: Model, quantities, upholstery width and type of material (i.e. vinyl), railroading requirements, pattern/repeat matching requests, type of pattern, vertical and horizontal repeat measurements, upholstery comments and special requests. All estimates are based on information provided by the customer. Actual yardage requirements and workability of the upholstery can be determined if the factory receives a sample of the C.O.M. Of a sample is not received, the factory is not responsible for an increase in yardage requirements (and related charges) since some C.O.M. upholsteries may require other methods of cutting, which in turn requires more yardage. Additionally, fabrics that have stripes, patterns, distinct textures or other factors which would influence pattern layout will require additional yardage.

#### *C.O.M. Pricing and Shipping Details*

All C.O.M.'s are to be shipped to the factory prepaid. C.O.M. orders will only be scheduled for production after the receipt of the material. Upon arrival at the factory the C.O.M. must include the customer's name, PO# number and explicit instructions with reference to direction and pattern/repeat matching, as well as the correct side of the fabric to be shown. In absence of such instructions, the factory will apply the fabric in what it determines to be the best manner. GAR Products assumes no responsibility for product which is received without instructions.

Gar Products reserves the right to refuse C.O.M. orders (or process without responsibility) where upholsteries are not suitable because of pattern, weight, width,

stretch, etc. GAR Products does not accept genuine leather C.O.M. containing hair follicles. We require a sample of sufficient size of any genuine leather C.O.M. to be submitted prior to production to verify workability.

GAR Products strongly advises against use of any upholstery that is not protected with stain resistant and/or fire retardant treatments. GAR Products assumes no responsibility for fabric or vinyl as to wear or fire retardancy, other than the fabric or vinyl manufacturer's own guarantee. GAR Products will not be responsible for dye lot changes.

### *Packaging*

**All of GAR Products' boxes and packaging have passed ISTA-IA certification by a national testing laboratory.**

### **Warranty**

All furniture manufactured by GAR Products contains an official production and date label which is situated underneath the product's seat. Any product without the about mentioned label will void the product's warranty.

GAR Products warrants each wood product for one (1) year after invoice date to be free from any defects in the wood and craftsmanship under normal use and service. Metal furniture I warranted against frame failure due to broken/fatigued welds for two (2) years. On products that are 16 gauge steel or lower, the warranty is for five (5) years. Under the above mentioned warranty, any product that is damaged during the use and the customer desires an inspection and/or repairs, the customer must contact the Returns Department for a Return Authorization number and return the product to GAR Products freight prepaid. After a thorough and fair inspection, if deemed factory defective, GAR Products will stand behind the product and repair/replace the product at no charge. Additionally, the factory will re-imburse the customer for any freight charges incurred (with valid proof of payment) from returning the products to GAR Products. If the damage is determined to be due to improper use or undetected freight damage, the customer is fully responsible for the replacement/repair and freight for the product.

GAR Products' warrant will not apply to any product which has been repaired or altered by anyone other than the manufacturer. The factory will not assume labor charges for unauthorized field repairs unless agreed to in writing by the factory prior to the repairs being done.

### **Maintenance**

Periodic maintenance is required for all chairs, barstools, table tops and bases to ensure longevity and customer satisfaction. As a value added benefit to our customers, GAR Products offers assistance in the maintenance of their furniture. The factory will tighten, re-glue, re-glide and re-pin at our expense. The customer is responsible only for the freight charges in and out of the factory.

### *Wood Chairs and Barstools*

If a chair/barstool shows any sign of structural failure (i.e. hardware), GAR Products strongly recommends removing the piece from service immediately.

Perform a thorough inspection of each chair/barstool once a month. Particular care should be taken in inspecting all joints for any loosening. One loose joint will put extra pressure on other joints, resulting in all joints loosening, which may eventually cause the chair/barstool to collapse. In the event that any joints become loose, take the chair/barstool out of service immediately and repair prior to putting the chair/barstool back into service. A common cause of loosening joints is customers rocking backwards in the chair/barstool.

Care should be taken while handling the chairs/barstools for any reason. The chairs/barstools should not be dropped on the floor from any height, particularly when cleaning the floor and placing the chairs/barstools on a table/bar. If the chair/barstool is dropped it will result in the finish chipping and the chair/barstool possibly breaking.

GAR Products recommends cleaning all wood furniture with furniture polish. We suggest dark oil for mahogany, walnut, etc., and lemon oil for light finishes such as natural and honey oak.

**NEVER CLEAN ANY WOOD PRODUCT (CHAIRS, BARSTOOLS, OR TABLE TOPS) WITH ANY WATER BASED CLEANING SOLUTION OR WATER ITSELF.**

Cleaning any wooden furniture with water or a water based solution will result in the grain and finish raising and peeling. We suggest educating all employees on how to clean the tables and chairs appropriately to ensure the longevity and beauty of the product.

Chairs and barstools should not be subjected to extreme temperature, particularly heat or moisture, near cooking facilities which will also result in the finish lifting and peeling. People should never stand on chairs/barstools in place of step ladders or step stools.

Please note our bentwood chairs are a handmade product, with a certain amount of flexing when in use. In some cases, this will cause the lag bolts under the seat or the attaching screws to loosen slightly. GAR Products suggests checking them every month and if required, give the screws and lag bolts a half turn to tighten.

#### *Metal Chairs/Barstools*

All chairs/barstools should be inspected each month, If a chair/barstool shows any sign of structural failure (i.e. welds, tabs, hardware etc.), take it out of service immediately.

Clean chrome with a high grade automotive chrome cleaner to maintain a bright finish. Use a rust-inhibiting chrome spray point to touch up any area of finish which has been damaged, to prevent rusting. Regularly check chairs/barstools to make sure all of the glides are in place, to prevent any slipping or tipping over the chair/barstool. Epoxy finished merchandise can be cleaned with a mild soap and water solution. In a case where

epoxy finish has been damaged, repair by sanding the area lightly and applying a light coat of touch up paint from a spray can.

### *Casters*

Castered chairs must be checked regularly to make certain the casters are secure on legs; any loose caster must be serviced immediately to avoid leg splitting, damage to the chair or injury to the customer. GAR Products shall not be responsible for this continued maintenance and shall not be liable for any injury or damage from failure of maintenance. Casters on GAR Products chairs are not to be used for moving or pushing individuals; such use as a wheel chair which is dangerous and absolves GAR Products of all liability. Casters may only be used on flat, uniform surfaces. Casters are not recommended for tile floors.

### *Upholstery*

The only warranties that apply or those offered by the manufacturers of the upholstery.

Vinyl - Clean all vinyls with a mild soap and water solution or a high grade automotive vinyl cleaner. Spills/spots require prompt action. Some stains will become permanent if allowed to set.

Fabric - Since we have a myriad of fabrics in our line, and these fabrics are made up of a variety of materials, we suggest that the customer determine the correct composition of the fabric and clean with a substance recommended for the material according to directions. Cleaning fabric with the wrong substance may result in permanent damage.

Crypton Fabrics – The beauty of Crypton fabrics is that it will repel liquids. However, liquids containing a pulp (i.e. tomato and orange juices), will catch in the fibers and may stain if left untreated. To clean Crypton use a mild powdered, enzymatic detergent and water solution.

Cane – Cane seats and backs need to be checked regularly to ensure the surface is smooth. If a small bit of cane is protruding, it should be clipped off with small clippers. These small bits of cane could snag customer's clothing. If after an extended period of wear, the cane begins to break away from the frame, the chair should be removed from service. If cane begins to stretch out, it should be moistened lightly on both sides with plain water and allowed to dry thoroughly. Do not wet actual frame.

Leather – Leather can be cleaned with a mild saddle soap.

### *Table Tops*

Do not use abrasive cleaners on any table top.

Wood Edge & Solid Wood Tops – To care for wood edge and/or solid wood tops, GAR Products recommends using furniture polish only. Do not use any water based cleaners or cleaners containing silicone on wood edge or solid wood tops.

T-Mold/Self Edge Tops – Do not use abrasive cleaners on laminate tops. GAR Products recommends using a soft cloth and glass cleaner.

Resin/Marble Tops – These finishes are impervious to most chemicals and are alcohol proof. Any surface stain can easily be wiped away. Do not use hot dinnerware (140 degrees Fahrenheit) or pieces that have abrasive bases. Ashtrays with rims are recommended.

Urethane Tops – Urethane is impervious to most chemicals and is alcohol proof. Stubborn stains may require use of a stronger solvent. Although solvents will not harm the surface of most plastic laminates, they will attack the adhesive which is used to bond the laminate to the core, and they are flammable.

None of our products are suitable for outdoor use, unless specifically stated in our catalogue. Unless these care and maintenance procedures are properly followed and other products are used as they are intended, all warranties, both expressed and implied shall be null and void.

**NOTE: Warranty may be voided if proper maintenance procedures are not followed.**

#### **Pin Hole Disclaimer**

It is our recommendation that all models available with padded backs that are not standard with decorative nailheads, be upholstered with fabric rather than vinyl, tightly woven fabric or a microdenier fabric. During the upholstery process, pins are driven through the front of the padded back to ensure the adherence of the upholstery work. If one of the aforementioned materials is used, pin holes will be visible. Pin holes are more visible on some materials than others. It is at the customer's discretion if one of the fabric types mentioned is to be used on a padded back model. If a fabric is in question please send a sample to the factory for testing with a letter referencing the purchase order and the pin hole test.

#### **Architectural Dimensions**

GAR Products lists all chair/barstool, width and depth as architectural dimensions. Architectural dimensions are based on how much space a particular item takes in an installation. All back, arm and seat height dimensions are actual.

#### **Industry Standards**

Side and Armchair Seat Height – 18”

Standard Barstool Seat Height – 30”

Standard Table Top Height – 30”

Standard Bar Height – 42”