



Guarantee Policy and Maintenance Instructions

This manual accompanies your furniture and contains vital information to ensure your ongoing satisfaction and the optimal performance of the product



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Guarantee Policy and Maintenance Instructions

1. Introduction - At Tora Brazil, we understand the importance of durable and quality furniture. We believe that well-crafted furniture is not only functional pieces, but a long-term investment. Our mission is to extend the life of our furniture by promoting responsible repair and maintenance practices. Our vision is to establish a culture of repair where replacement is the last option, and valuing and preserving what we already have is paramount. Understanding the physical and mechanical characteristics of solid wood, such as specific warping, dimensional contraction or expansion of wood, primary cracks, and small fissures resulting from moisture changes, is vital. These fissures are a consequence of the fiber type that composes the wood, and the more exposed to the elements, the faster this process will be. Tora Brazil uses resilient and high-quality wood suitable for furniture. Because wood possesses these physical and mechanical characteristics, it is essential to understand that these changes are part of the material's nature, making it unique and exclusive. With this in mind, we invite our customers to understand these characteristics and accept a degree of tolerance, as described in our General Purchase and Sale Agreement.

- **Preventive Conservation and Necessary Care** - We provide clear guidelines and maintenance programs to prevent unnecessary wear. Preventive maintenance is vital to preserving the beauty and functionality of our products.



Indoor Areas

2.1. indoor Areas: For pieces with limited exposure to sunlight and rain, we recommend monthly application of Sayerlack Oil to hydrate the wood and maintain its vitality. For regular maintenance, do not use abrasive materials such as abrasive powders, sponges, steel wool, etc.

2.1.1. Conservation Procedure

- **Materiais Necessários:**

- Cloth
- White cotton cloth
- Oil Sayerlack SG 2394
- Rubber Gloves
- 220 Grit Sanding Disc for wood or 220 Grit Sanding Sponge for wood

- **Step 1:** Assess the presence of scratches, stains, or surface dryness (wood with a frayed appearance). If any of the above points are present, begin the procedure with Step 2; otherwise, proceed to Step 3.
- **Step 2:** In case of scratches, stains, or surface dryness (wood with a frayed appearance), polish the surface with a 220 Grit Wood Sanding Disc (when using a polisher) or with a 220 Grit Sanding Sponge for wood (manually).
- **Step 3:** Clean the furniture with a damp cloth and let it dry. (only when necessary to remove dirt)



- **Step 4:** Shake the oil.
- **Step 5:** Use rubber gloves to protect your hands.
- **Step 6:** Apply a thin layer of oil with a white cotton cloth.
- **Step 7:** Let the oil penetrate the wood surface for 5-10 minutes, following the manufacturer's instructions, considering only one coat.
- **Step 8:** Wipe off any visible oil marks with a clean cloth.
- **Step 9:** Let it dry for at least 24 hours before use.



Outdoor areas

2.2. Outdoor Areas: For pieces exposed to weather conditions with direct contact with sunlight, rain, wind, and snow, bi-weekly application of Sayerlack Oil is necessary. It's important to perform the steps below under stable weather conditions, with a low probability of rain.

2.2.1. Conservation Procedure

- **Required Materials:**

- Cloth
- White cotton cloth
- Óleo Sayerlack SG 2394
- Rubber Gloves
- 220 Grit Sanding Disc for wood or 220 Grit Sanding Sponge for wood

- **Step 1:** Assess the presence of scratches, stains, or surface dryness (wood with a frayed appearance). If any of the above points are present, begin the procedure with Step 2; otherwise, proceed to Step 3.
- **Step 2:** In case of scratches, stains, or surface dryness (wood with a frayed appearance), polish the surface with a 220 Grit Wood Sanding Disc (when using a polisher) or with a 220 Grit Abrasive Sponge (manually).
- **Step 3:** Clean the furniture with a damp cloth and let it dry. (only when necessary to remove dirt)
- **Step 4:** Shake the oil.
- **Step 5:** Use rubber gloves to protect your hands.



- **Step 6:** Apply a thin layer of oil with a white cotton cloth.
- **Step 7:** Let the oil penetrate the wood surface for 5-10 minutes, following the manufacturer's instructions, considering only one coat.
- **Step 8:** Wipe off any visible oil marks with a clean cloth.
- **Step 9:** Let it dry for at least 24 hours before use.

2.3. Care Instructions:

- Do not use polishers and waxes for furniture.
- Do not use chlorine-based, alcohol-based, or any disinfectant, remover, or solvent products. Avoid prolonged contact with water.
- Do not leave wet objects (such as glasses, pitchers) on the piece for an extended period. If the piece comes into contact with liquids, dry immediately. Substances such as wine and sauces can stain the wood. In case of stains, follow steps in item 2.1 (indoor area) or 2.2 (outdoor area).
- Do not place hot surfaces (such as pots) directly in contact with the wood.
- Furniture exposed to direct sunlight may alter the coloration and cause the wood to dry out.
- In very dry environments, either due to local climate or in air-conditioned rooms, apply oil more frequently. The use of humidifiers in these settings is advisable.
- The piece should not be wrapped, especially with plastic, as this prevents the wood from breathing and may contribute to the appearance of stains, mold, or "raised grain."



Indoor Areas

3.1. Procedure for Minor Repairs on Indoor Areas

Maintenance and Care for Oil-Finished Surfaces:

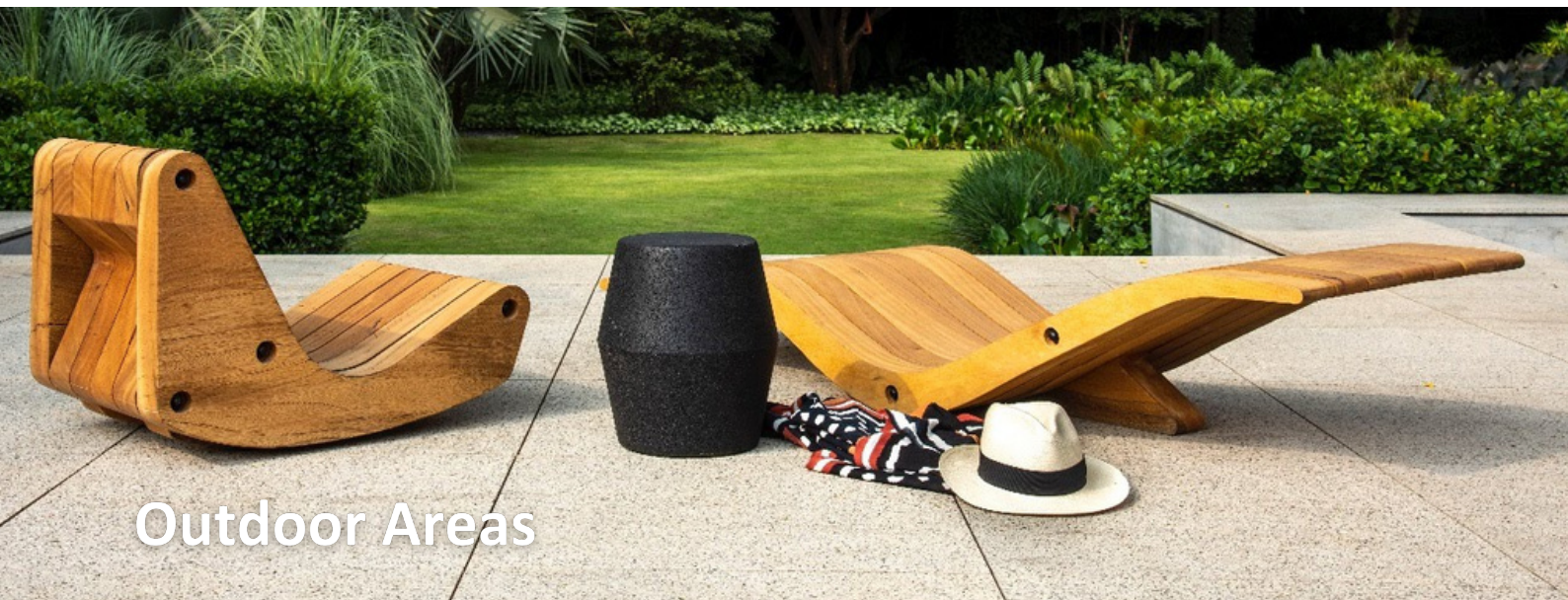
The oil used in our products penetrates deeply into the wood, resulting in a durable, breathable, and well-protected surface. To maintain and repair this surface, follow the steps below:

Detailed Procedure for Oil Application

- Required Materials:
- Cloth
- White cotton cloth
- Sayerlack SG 2394 oil
- 120 Grit Sanding Sponge for wood (Dexter or Bosch)
- 180 Grit Sanding Sponge for wood (Dexter ou Bosch)
- Kitchen Sponge (Scotch Brite Kitchen Sponge)
- Rubber Gloves
- 220 Grit Sanding Disc for wood or 220 Grit Sanding Sponge for wood
- **Step 1:** Clean the furniture with a damp cloth and let it dry.
- **Step 2:** Sand the wood surface with scratches and stains using the 120 Grit Sanding Sponge for wood (Dexter or Bosch) (Only when necessary to remove scratches).



- **Step 3:** Sand the wood surface using the 180 Grit Sanding Sponge for wood (Dexter ou Bosch)
- **Step 4:** Shake the oil.
- **Step 5:** Use rubber gloves to protect your hands.
- **Step 6:** Apply a thin layer of oil with a white cotton cloth.
- **Step 7:** Allow the oil to penetrate the wood surface for 5-10 minutes, following the manufacturer's instructions.
- **Step 8:** Remove visible oil marks with a clean cloth.
- **Step 9:** Polish the surface with a 220 Grit Sanding Disc for wood (if using a polishing machine) or with a 220 Grit Sanding Sponge for wood (manually).
- **Step 10:** Allow the furniture to dry for at least 24 hours before use.



3.2. Procedimento para Pequenos Reparos em peça na Área Externa

Importante a realização dos passos abaixo com as condições climáticas estáveis, com baixa probabilidade de chuva.

- **Required Materials:**

- Cloth
 - White cotton cloth
 - Sayerlack SG 2394 oil
 - 100 Grit Sanding Sponge for wood (Dexter or Bosch)
 - 120 Grit Sanding Sponge for wood (Dexter or Bosch)
 - 220 Grit Sanding Sponge for wood (Dexter ou Bosch)
 - Kitchen Sponge (Scotch Brite Kitchen Sponge)
 - Rubber Gloves
-
- **Step 1:** Clean the furniture with a Kitchen Sponge (Scotch Brite Kitchen Sponge) and let it dry. (only when necessary to remove dirt).
 - **Step 2:** Allow the furniture to dry completely.
 - **Step 3:** Sand the wood surface with scratches and stains using the 100 Grit Sanding Sponge for wood (Dexter or Bosch).
 - **Step 4:** Sand the wood surface with scratches and stains using the 120 Grit Sanding Sponge for wood (Dexter or Bosch).



- **Step 5:** Sand the wood surface with scratches and stains using the 220 Grit Sanding Sponge for wood (Dexter ou Bosch).
- **Step 6:** Shake the oil.
- **Step 7:** Use rubber gloves to protect your hands.
- **Step 8:** Apply a thin layer of oil with a white cotton cloth.
- **Step 9:** Allow the oil to penetrate the wood surface for 5-10 minutes, following the manufacturer's instructions.
- **Step 10:** Remove visible oil marks with a clean cloth.
- **Step 11:** Allow the furniture to dry for at least 24 hours before use.

3.3. Caution:

- **Disposal:** Wood oil is flammable; therefore, never dispose of soaked cloths in regular garbage.

4. Repair Philosophy and Technical Support:

Tora Brasil provides technical support when requested by the customer.

Our approach goes beyond simple defect correction. We seek to encourage a mindset where furniture is valued and cared for. We commit to quality, always opting to repair before replacing. Additionally, we adopt sustainable practices, considering the environmental impact in all our repair and technical support decisions.

- **Diagnosis:** We accurately assess damages or issues to understand the best repair approach.
- **Repair Options:** We offer a variety of solutions, from quick fixes to complete restorations.
- **Specialized Service:** We have qualified professionals ready to assist with more complex maintenance tasks, upon service contract.

This guide ensures you have all the necessary information to care for and maintain the natural beauty of your Tora Brasil wood furniture. Follow these steps to preserve the quality and appearance of your pieces for many years.

For Assessment and Technical Support, we provide the contact number for our technical support department: +55 (19) 97408-8671



5. Warranty and Liability:

Our warranties are transparent and responsible:

- Coverage: We clearly detail what is and isn't covered.
- Limitations: We communicate any possible limitations or exclusions.

5.1. What does the warranty cover:

Tora Brasil's warranty covers manufacturing defects, according to the following categories, within a maximum period of 3 months after delivery:

- **Wooden Structure:** Coverage for cracks (over 3cm), warping (over 4 degrees), and other structural defects not resulting from misuse or improper maintenance, within 12 months after removal.
- **Finishes:** Coverage for peeling not caused by exposure to chemicals or misuse, within 3 months after removal.
- **Components and Other Materials:** Coverage for component failures, such as casters, and scratches or damages to other elements like acrylics, metals, and glass, if reported at the time of receipt.

5.2. Limitations and Exclusions:

Tora Brasil's warranty does **not** cover the following items:

- **Normal Wear and Tear:** The warranty does not cover natural wear and tear occurring during regular product use, such as light scratches, signs of use, and natural wear of the finish.
- **Improper Use:** Any damage caused by misuse, such as excessive loading, impact, use of improper cleaning products, incorrect maintenance, or contact with construction materials (concrete, sand, solvents, paints, candle waxes, etc.).
- **Modifications:** Any unauthorized alteration, modification, or repair of the product will void the warranty.
- **Exposure to Extreme Conditions:** Damage caused by exposure to extreme conditions, such as direct sunlight, excessive heat, excessive humidity, very low humidity (<45%), or freezing.
- **Accidental or Intentional Damage:** The warranty does not cover damages, whether accidental or intentional, caused by the owner or third parties.
- **Ownership Transfer:** The warranty is valid only for the original purchaser and is not transferable if the product is resold.



5.3. Communication and Customer Support:

- Customer Support: We maintain open and responsive communication channels. Technical Support Department: +55 (19) 97408-8671

5.4. Conclusion:

Tora Brasil's Repair and Maintenance Policy is a testament to our commitment to quality, longevity, and sustainability. We believe that with these practices, our furniture pieces are not just products but timeless pieces to be enjoyed for generations.

6. Maintenance of Other Materials:

6.1. Glass

Glass maintenance may vary depending on the type of application (e.g., windows, doors, mirrors, etc.) and the environment in which they are installed. Here are some general guidelines that can help in glass maintenance.

Regular Cleaning:

- Use a neutral detergent or a water and vinegar solution to clean the glass surface.
- Avoid abrasive cleaning products that may scratch the glass.
- Use a soft cloth, such as a microfiber cloth, to clean the glass and prevent scratches.

Stain and Residue Removal:

- Hard water stains can be removed with a water and vinegar solution or a specific glass stain remover.
- Adhesive residues or labels can be carefully removed using a razor blade or a plastic scraper.
- Avoid using sharp objects that may scratch the glass surface.

Scratch Protection:

- Avoid dragging hard or rough objects directly on the glass surface to prevent scratches.



- Do not use abrasive materials.

Outdoor Maintenance:

- In areas with high exposure to dirt, pollution, or sea salt, more frequent cleaning may be necessary to prevent the accumulation of corrosive residues.

Special Care:

- For tempered glass, avoid using aggressive chemical products as they may damage the glass's protective layer.
- In case of significant damage, such as cracks or breakage, it's important to seek the assistance of qualified professionals for the safe replacement of the glass.

6.2. Metal

Metal maintenance is important to ensure the durability, stability, and aesthetics of furniture or structures that use it. Here are some general guidelines for metal maintenance.

Regular Cleaning:

- Clean metal regularly with a damp cloth to remove dust, dirt, and debris.
- Use a mild detergent or neutral soap to clean dirtier areas.
- Thoroughly dry the metal after cleaning to prevent water stains.

Corrosion Prevention:

- Inspect the metal for signs of corrosion or rust.
- Avoid constant exposure to water or leaving water accumulated underneath.

Avoid Mechanical Damage:

- Avoid banging the metal against hard surfaces to prevent dents or deformations.
- Protect when moving furniture by using pads or protectors on contact points.



Adjustment and Tightening:

- Regularly check the stability of the metal and tighten loose screws or connections.
- If necessary, adjust the height or position to ensure a stable base.

Moisture Isolation:

- Place felt or insulating material on the metal to prevent direct contact with moist surfaces, reducing the risk of corrosion.

Scratch Protection on Floors:

- Install rubber or felt protectors on the bottom of the metal to prevent scratches or damage to the floor.

Proper Storage:

- Store metal furniture pieces in dry locations to prevent corrosion.
- In case of significant damage, such as scratches, cracks, or rust, it is important to seek the assistance of qualified professionals for the replacement or repainting of the metal, considering warranty considerations.

6.3. Concrete

Maintaining concrete table tops is crucial to preserving the aesthetic appearance, durability, and integrity of the material. Here are some general guidelines for maintaining concrete table tops.

Regular Cleaning:

- Regularly clean the concrete table top with water and a mild detergent.
- Use a soft-bristle brush to remove dirt and stubborn stains.
- Thoroughly dry the table top after cleaning to prevent water stains.



Stain and Damage Prevention:

- Avoid prolonged contact with corrosive substances such as acids, aggressive chemicals, or acidic foods to prevent stains and damage.
- Use trivets or coasters for hot pots, cups with hot liquids, and sharp utensils to prevent surface damage.

Scratch Protection:

- Use trivets or coasters to prevent scratches caused by kitchen utensils, dishes, or sharp objects.
- Consider applying a sealant to reduce susceptibility to scratches.

Minor Damages:

- In case of damage, consult specialized professionals.

Protection against Weather Conditions:

- Protect the concrete table from prolonged exposure to direct sunlight, heavy rains, and extreme temperatures to prevent weather-related damage.
- Concrete tables are coated with resin, increasing resistance to weather conditions, but not eliminating natural wear.
- Perform periodic inspections to identify potential issues such as cracks or worn areas.
- Immediately address any identified issues to prevent more severe damage.

Avoid Abrasive Products:

- Avoid using abrasive cleaning products that may damage the concrete surface.

Proper Storage:

- If possible, protect the concrete table during storage to prevent damage.



- In case of significant damages such as scratches, cracks, or breakage, it is important to seek the assistance of qualified professionals for replacement or repair of the concrete, in cases where there is agreement with warranty considerations.

User Responsibilities:

To honor this warranty, users must fulfill the following responsibilities:

- Never perform interventions on products supplied by TORA BRASIL without prior consultation and written authorization.
- Use products supplied by TORA BRASIL or companies indicated by them
- Keep the products clean and well maintained.
- Do not alter the original characteristics of the products or installations.

- **To purchase Sayerlack SG 2394 Oil:**

E M G A COM ABRASIVOS E TINTAS LTD

R. Joaquim Oliveira Freitas - 637 - Vila Mangalot

São Paulo - SP - 05133-001

contact:

+55 (11) 97279-6762

+55 (11) 3901-9255

- **For Tora Brasil technical assistance:**

contact: +55 (19) 97408-8671

6. Required Materials:

Cloth



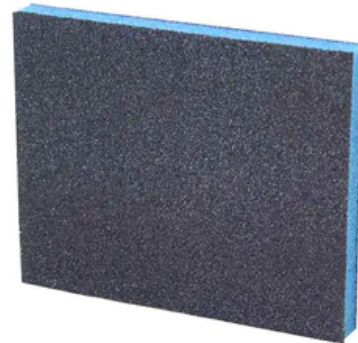
White cotton cloth



Sayerlack SG 2394 oil



100, 120, 180, 220 Grit Sanding Sponge for wood (Dexter or Bosch)



Kitchen Sponge (Scotch Brite Kitchen Sponge)



Rubber Gloves



Required Materials:

220 Grit Sanding Disc for wood

