

TRÖPERITONE[®]

SAFETY, CARE, MAINTENANCE & WARRANTY INFORMATION

TROPITONE®

Thank you for choosing Tropitone® Furniture products for your outdoor furniture needs. Tropitone® is known for providing the most enjoyable outdoor experience for both Residential and Contract customers.

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INTRODUCTION

Please refer to this booklet for information regarding the care, maintenance and warranty for your Tropitone®, Basta Sole®, and Tropitone® Valora™ product lines. The information provided in the various sections will pertain to all Tropitone® product lines.

Please save your receipt so you have a record of Tropitone® model numbers purchased, as you may wish to add accessories, update your fabric, or expand your collection during your ownership of Tropitone® furniture. Your sales receipt will be required to review any warranty claim.

Regular periodic care of your Tropitone® furniture will maintain its appearance and functionality better than occasional, heavy duty maintenance. Consider the specific conditions and usage to which your product is exposed so appropriate maintenance is provided.

Mildew can form on dirt or other substances deposited upon the fabric. Regular cleaning of outdoor furniture will help to prevent its forming.

Please read this booklet carefully and in its entirety. Contact your Tropitone® Residential Dealer or Contract Sales Representative if you have additional questions.

Additional care information, "How To" videos, FAQs, pictures of glides and end caps, and assembly instructions for Tropitone® Outdoor Furniture and Basta Sole® Umbrellas are available at:

www.tropitone.com – click on Product Care.

www.tropitone.com/valora – click on Product Care.

SAFETY INFORMATION

In our continuing effort to ensure that your experience with Tropitone® furniture is positive with regard to comfort, quality and design, and also with regard to safety, please note the following important safety information, in addition to other safety information noted in this booklet.

SAFETY WARNING! Use of furniture needing care and maintenance or use of damaged furniture can result in injury. Also, minor repair issues can become major repair and service issues, and create potential safety issues. Contact your local Tropitone® Residential Dealer or Contract Sales Representative for support.

PRODUCT INSPECTION

Periodically and carefully inspect **all** Tropitone® products for breakage and/or indications of wear. Inspections must include, but not be limited to, spring assemblies, glides and the weld areas of product seats, arms and legs. If any cracks should appear on the product or at welds, the item must immediately be removed from service until repaired.

Inspections must include all bolts (on seating pieces, tables, umbrellas, etc.). Should any loose or missing hardware be detected, the item must be removed from service immediately until the hardware can be properly tightened and/or replaced.

Inspections must include straps, slings and EZ Span™ segments. Should any loose, missing or damaged straps, slings or EZ Span™ segments be detected, the item must be removed from service immediately until repaired and/or replacement parts installed.

Inspections must include chaise lounge and recliner headrest ratchets. Periodically tighten the headrest bolts on **all** chaise lounges and recliners. Confirm all other hardware is tight, movement is smooth without binding, and that the ratchet engages properly at each position. At the same time, carefully inspect the headrest ratchets for breakage and/or wear. If headrest ratchet breakage and/or indications of headrest ratchet wear are present, a replacement headrest should be ordered. The furniture must immediately be removed from service until repaired and/or replacement parts installed.

To obtain replacement parts, please see the SERVICE / ORDERING PARTS AND ACCESSORIES section of this brochure.

Product failure caused by a lack of reasonable and necessary care and maintenance is not covered by the product warranty.

SAFETY INFORMATION

NOTICE FOR CONTRACT INSTALLATIONS: Periodically and carefully inspect all Tropitone® products for breakage and/or indications of wear. Such inspections must include all products of a like kind and model, not merely a random sampling within model categories or among like products.

Regular random inspections of a sampling within model categories and among like products must be undertaken in addition to the periodic inspections of all products.

CHAISE LOUNGE AND RECLINERS

CHAISE LOUNGE HEADREST RATCHET REPLACEMENT

Tropitone® chaise lounges are equipped with metal headrest ratchets which are welded in place and normally do not need replacement. If an older chaise lounge is equipped with nylon headrest ratchets, discontinue use of such chaise lounges immediately.

RESIDENTIAL CUSTOMERS: Contact your local Tropitone® Residential Dealer for replacement.

CONTRACT CUSTOMERS: Contact your Tropitone® Contract Sales Representative (except for ratchets that have been retrofitted with a Tropitone® "J" bracket retrofit kit).

HEADREST ADJUSTMENT

SAFETY WARNING! Chaise lounge and recliner headrests must NEVER be adjusted while seated in the chaise. **Serious finger, hand or other bodily injury** may result from adjusting the headrest while seated. Headrests must always be adjusted while out of the furniture and standing to the side.

NOTICE FOR CONTRACT INSTALLATIONS: Include the following or substantially similar conspicuous written notice as part of the posted Rules and Regulations at poolside, and elsewhere wherever chaise lounges and recliners are available for use: "Never adjust chaise lounge or recliner headrests while seated. Serious finger, hand or other bodily injury may result from adjusting headrest while seated."

Consider also including such notice in the written material(s) provided to guests in connection with the availability and use of the guest amenities at your facility.

WINDY CONDITIONS

SAFETY WARNING! During windy conditions, chaise lounge and recliner headrests may be blown forward, possibly resulting in **head, neck, facial, arm and/or back injuries**. During windy conditions the headrests must be lowered to the fully down position. The use of the chaise lounges and recliners must be discontinued and users should leave the area.

SAFETY INFORMATION

NOTICE FOR CONTRACT INSTALLATIONS: Include the following or substantially similar conspicuous written notice as part of the posted Rules and Regulations at poolside, and elsewhere wherever chaise lounges and recliners are available for use: "During windy conditions, the use of the chaise lounges and recliners must be discontinued and users should leave the area."

Consider also including such notice in the written material(s) provided to guests in connection with the availability and use of the guest amenities at your facility.

LOUNGERS WITH SHADE

WINDY CONDITIONS

SAFETY WARNING! During windy conditions, the shade covers on Loungers with Shade may be blown forward or backward, possibly resulting in head, neck, facial, arm and/or back injuries. During windy conditions the shade covers must be lowered to the fully down position. The use of the Loungers with Shade must be discontinued and users should leave the area.

WHEN NOT IN USE

Shade covers on Loungers with Shade must always be closed and in the down position in windy conditions.

NOTICE FOR CONTRACT INSTALLATIONS: Include the following or substantially similar conspicuous written notice as part of the posted Rules and Regulations at poolside, and elsewhere wherever Loungers with Shade are available for use: "During windy conditions, the use of Loungers with Shade must be discontinued and users should leave the area."

Consider also including such notice in the written material(s) provided to guests in connection with the availability and use of the guest amenities at your facility.

UMBRELLAS AND BASES

WINDY CONDITIONS

SAFETY WARNING! All Tropitone® umbrellas must always be closed and taken down in windy conditions.

WHEN NOT IN USE

All Tropitone® umbrellas should always be closed when not in use.

IN-TABLE UMBRELLA BASES – MINIMUM WEIGHT

An umbrella base weighing 50 pounds or greater is required in connection with any in-table umbrella application.

FREE-STANDING UMBRELLA BASES

For any free-standing umbrella, use one of the Tropitone® umbrella bases manufactured specifically for free-standing applications.

THE TROPITONE® DIFFERENCE

You have made an investment in fine casual furniture. This booklet is intended to help you take care of your Tropitone® products and explains the special design and assembly techniques that make Tropitone® furniture worth maintaining – the special features that make **The Tropitone® Difference.**

FRAMES

All Tropitone® extruded aluminum furniture frames feature a welded, all aluminum frame construction. Tropitone® uses full circumference welding in all load bearing joints since it is the strongest way to join two pieces of aluminum.

Tropitone® collections may feature frames that are either solid cast aluminum or a combination of cast and extruded aluminum. Cast to extruded material connections have a deep penetrating weld design to insure superior strength.

FINISHES

PRE-WASH/PRE-FINISH

All Tropitone® casual furniture is prepared for our powder coated finish in a multi-step wash process which both cleans the frame and also applies a special finish-bonding agent. This ensures that the powder coating will adhere uniformly.

POWDER COATING

Tropitone® durable polyurethane or polyurethane/polyester blend powder coating is significantly thicker than paint. It is applied electrostatically as a powder and then baked at temperatures exceeding 400° F / 205° C. This causes the powder to melt and flow evenly all around the frame. Because the powder coating process follows the frame construction, the entire frame is actually sealed in this powder coating. Tropitone® pioneered textured finishes for outdoor furniture.

STRAPPING, LACING AND EZ SPAN™ SEGMENTS

Tropitone® uses only the finest, heavy-gauge virgin vinyl with added mildew inhibitors and ultraviolet stabilizers. We require a specific vinyl thickness and hardness durometer for durability and "memory". (The "memory" of the vinyl is its ability to return to the original shape after use.) Our vinyl is formulated to provide years of service. The proprietary material that formulates our EZ Span™ segments also must meet these same material requirements.

FABRIC AND FILLS

All of our fabrics for slings, cushions and umbrellas are designed and constructed for outdoor use and are formulated to withstand the elements. All dry quickly, contain mildew inhibitors and are stain resistant. Please note that proper care will extend the life of the fabric.

All of our cushions are water-resistant and feature quality polyester fill and/or foam. This fill and foam are designed to dry quickly and retain its loft during use. Our outdoor cushions are constructed of fabrics containing UV and mildew inhibitors. Additionally, cushions are constructed in varying materials that are mildew resistant. Cushions may have a self-draining core, core that is wrapped in a water resistant covering and/or drain vents built in to the cushion. Very little water will enter the cushions, but will quickly drain by standing the cushion on its side.

All removable pads and lounge cushions will quickly drain water by standing the cushion on its side.

All Tropitone® fabrics, fill and foam are flame retardant, meeting fire code rating CA117.

TABLE TOPS

Tropitone® leads the industry in offering table surface options: Acrylic, Clear Glass, Textured Glass, Stoneworks® Collections, HPL, Cast Aluminum, Patterned Aluminum, and Natural Stone products. Many of these are available with holes to accommodate the use of an umbrella.

ACRYLIC TABLE TOPS are highly impact resistant. The textured surface helps hide any scuffs or scratches.

GLASS TABLE TOPS are tempered for safety. Should a top break, it will crumble into cubes, not shatter into sharp shards.

FAUX WOOD combines the beauty of traditional outdoor wood with ease of maintenance.

STONEWORKS® SOLID SURFACE TABLE TOPS combine dramatic looks with durable construction. They feature a thick soft radius edge with a textured stone pattern.

HPL TABLE TOPS offer unique finishes on a seamless solid surface.

NATURAL STONE TABLE tops are available in granite.

VARIETY

Tropitone® Casual Furniture offers a wide variety of frame styles and finish colors combined with an outstanding variety of coordinating fabrics.

CLEANING AND CARE

Regular periodic care of your Tropitone® furniture will maintain its appearance and functionality better than occasional, heavy duty maintenance. Consider the specific conditions and usage to which your product is exposed so appropriate maintenance is provided. Product failure caused by a lack of reasonable and necessary care and maintenance is not covered by the product warranty.

FRAMES

Regularly tighten all hardware to avoid loosening which can lead to bolt failure and product breakage. Replace missing hardware (remove product from service until repaired). Regularly tighten the headrest bolts on all chaise lounges and recliners. Confirm movement is smooth without binding and that the ratchet engages properly at each position.

PAINTED FINISHES

Painted finishes are used on aluminum seating, tables and umbrellas. Periodically clean the finish with a sponge or soft bristle brush using a cleaning solution with 1/4 cup (2 oz.) mild biodegradable liquid soap in a gallon of lukewarm water (100° F / 38° C). Rinse thoroughly. Avoid using abrasive cleaners. For painted finishes, we recommend periodic waxing of the frame with a high grade automotive liquid wax or the use of a commercially available protectant to help maintain and/or restore the luster of the finish. Protectants can be purchased at most casual furniture retailers.

CAUTION SEASIDE/INDOOR POOL AREAS: In seaside use, salt can accumulate on the finish, leading to finish failure. In indoor pool areas, chlorides can accumulate on the finish, leading to finish failure. In both of these environments, repeated cycles of condensation followed by evaporation cause build-up of these aggressive corrosives. Regular cleaning with mild biodegradable liquid soap and water will remove the concentrated deposits and protect the furniture finish per the above instructions.

FAUX WOOD

Avoid buildup of grease and stains by washing regularly with a non-abrasive sponge or soft towel with a cleaning solution of 1/2 cup (2 oz.) mild biodegradable liquid soap in a gallon of lukewarm water (100° F / 38° C). Rinse thoroughly with clean water and allow to air dry.

FABRIC

The life of your furniture fabric largely depends on its care. Clean all spills promptly. Fabric life can be extended by simply rinsing down the furniture regularly with water and periodic cleaning with the solution shown below. Certain suntan and sun block products may permanently discolor any fabric. This possibility can be minimized by immediately cleaning after contact. In addition, storing the cushions when not in use will extend cushion life.

Prepare a cleaning solution with 1/4 cup (2 oz.) mild biodegradable liquid soap in a gallon of lukewarm water (no warmer than 100° F / 38° C). Clean fabric with the solution using a sponge or soft bristle brush. Rinse thoroughly with clean water. Allow to air dry.

HINT: Standing a cushion on its side will help it drain faster.

CAUTION: Certain suntan and sun block products contain ingredients that are harmful to fabric and can permanently discolor it; therefore, contact with cushions or slings should be avoided. If contact is made, cleaning the fabric immediately with a non-abrasive, mild biodegradable soap and water solution followed by a fresh water rinse may minimize the possibility of discoloration. Laying a beach towel over the cushions or slings of outdoor furniture whenever you are using the furniture will prolong the fabric life.

- X Do not use a bleach solution unless specifically listed as a cleaning agent for the specific fabric, such as for solution dyed acrylics.
- X Do not submerge or allow cushions to lie in standing water.
- X Do not put cushions into the dryer.
- X Do not use harsh detergents or stiff bristle brushes.
- X Do not use Pine Oil cleaners or abrasive household cleaners.
- X Do not use heat or hot water.

Mildew may form on dirt or other substances deposited upon the fabric. Regular cleaning of the furniture will help to prevent its forming. If mildew does develop, add 1 cup bleach to the cleaning solution. Apply to the affected area and allow to soak in. Scrub with a soft bristle brush, then rinse thoroughly. Repeat if necessary. For stubborn mildew stains, use a household mildew remover – test in an inconspicuous location first. FOLLOW THE MANUFACTURER’S INSTRUCTIONS.

CLEANING AND CARE

STRAPS, LACING AND EZ SPAN™ SEGMENTS

Vinyl straps, lacing and EZ Span™ segments must be cleaned frequently with a sponge or soft bristle brush using a cleaning solution with 1/4 cup (2 oz.) mild biodegradable liquid soap in a gallon of lukewarm water (100° F / 38° C). Rinse thoroughly.

In geographical areas with high concentrations of acid rain, fog and/or smog, vinyl must be cleaned monthly with a lukewarm water and ammonia mixture. Use three parts water to one part ammonia. Rinse thoroughly.

For furniture with woven straps or lacing, be sure to lift and clean beneath the strap and/or lace intersections. Commercial casual furniture cleaners will help lift embedded dirt and oil from vinyl and are available at leading casual furniture dealers. EZ Span™ segments have a slight texture; the segments may be cleaned lightly with a non-scratch scrub sponge or soft bristle brush to lift embedded dirt. **CAUTION:** Do NOT use abrasive cleaners on vinyl straps, lacing or EZ Span™ segments.

CAUTION: Certain suntan and sun block products contain ingredients that are harmful to vinyl and can permanently discolor it; therefore, contact with vinyl straps or lacing should be avoided. If contact is made, cleaning the vinyl immediately with a non-abrasive, mild biodegradable soap and water solution followed by a fresh water rinse may minimize the possibility of discoloration. Laying a beach towel over the vinyl straps of outdoor furniture whenever you are using the furniture will help protect the vinyl from the discoloring effects of PABA.

WOVEN BUCKETS

Clean all spills promptly. Follow the instructions in the CLEANING AND CARE–FABRIC section.

FURNITURE COVERS

Follow the instructions in the CLEANING AND CARE – FABRIC section.

Be sure the furniture is clean and dry prior to placing the Furniture Cover over the product.

It is beneficial to clean both the outer surface and inner surface of the Furniture Cover.

TABLE TOPS

ACRYLIC

Avoid build-up of grease and stains by washing regularly with a cleaning solution with 1/4 cup (2 oz.) mild biodegradable liquid soap in a gallon of lukewarm water (100° F / 38° C). Rinse thoroughly with clean water.

HINT: Occasional use of a high grade automotive liquid wax will help keep the acrylic table looking new.

- X Do not use window cleaners or products containing ammonia or solvents on acrylic tops.
- X Do not use plastic covers over acrylic table tops. The resulting heat accumulation may cause the acrylic to bow.

CAST ALUMINUM TOPS AND ALUMINUM FRAMES

Follow the instructions in the CLEANING AND CARE—PAINTED FINISHES section.

FIBERGLASS

Use a glass cleaner with ammonia.

GLASS

Use a glass cleaner with ammonia.

HPL

Avoid build-up of grease and stains by washing regularly with a cleaning solution with 1/4 cup (2 oz.) mild biodegradable liquid soap in a gallon of lukewarm water (100° F / 38° C). Rinse thoroughly with clean water.

STONWORKS® SOLID SURFACE

Avoid build-up of grease and stains by washing regularly with a non-abrasive sponge or soft bristle brush with a cleaning solution of 1/4 cup (2 oz.) mild biodegradable liquid soap in a gallon of lukewarm water (100° F / 38° C). To release embedded dirt, use a vinegar and water solution (equal parts each). Rinse thoroughly with clean water.

STONWORKS® FAUX GRANITE

A light coat of liquid car wax may be applied after cleaning to enhance the top's surface appearance.

CLEANING AND CARE

NATURAL STONE CLEANING

GRANITE

ROUTINE CARE:

- ✓ Clean spills immediately
- ✓ Use a soft cloth to wipe stone
- ✓ Use coasters
- ✓ Only use products labeled for natural stone cleaning
- ✓ Protect stone surface from hot items

To clean granite and marble, apply the natural stone cleaner to the stone surface. FOLLOW THE MANUFACTURER'S INSTRUCTIONS. Wipe off with a soft, absorbent cloth. For heavily soiled areas, allow cleaner to stand for about one minute before wiping off.

CAUTION: Alcohol or acid (from coffee, wine, orange juice, tomato juice, lemon, etc.) can etch stone sealer and natural stone if not cleaned up promptly. This will promote staining.

CAUTION: The following should NOT be used to clean natural stone – damage may occur:

- X Bleach or cleaners with bleach
- X Glass cleaners
- X Vinegar
- X Ammonia
- X Cleaners containing lemon or orange
- X Abrasive powders or liquids
- X Scouring pad or scrubbing sponge

NOTE: If a detergent is used on stone surface, a soap film will develop. Clean with a stone cleaner to remove the soap film.

If liquids darken or discolor the stone surface, sealer re-coating is necessary immediately. See the Natural Stone Sealing section.

NATURAL STONE SEALING

Sealing with quality stone care products will help to protect the granite from absorbing liquids and staining. In a residential setting, sealing on a semi-annual (twice yearly) basis should be sufficient. In a contract environment, more frequent sealing will be needed.

Sun exposure and other factors increase sealing frequency. If liquids darken or discolors the stone surface, sealer re-coating is necessary immediately. Test by allowing water to remain for ten (10) minutes and observing the stone surface. If the stone darkens or absorbs the liquid, immediate sealing is needed.

FOLLOWING THE MANUFACTURER'S NATURAL STONE SEALER INSTRUCTIONS IS CRITICAL FOR GOOD RESULTS. Sealing with a penetrating (or impregnating) sealer will provide a protective coating to stand up to the daily use of stone cleaners and normal exposure to liquids, while minimizing opportunity for liquids and stains to penetrate the stone. Multiple coats of sealer may be needed on porous stone. Repeat penetrating sealer application until sealer isn't absorbed by the stone.

Should your natural stone incur a stain, contact a local stone resource for products and guidance regarding stain removal. Stain removal is difficult – in some cases, only fading of the stain will be achieved. It is far better to prevent stains with proper cleaning and sealing.

CLEANING AND CARE

MARINE-GRADE POLYMER

The contemporary design is enhanced with a wide selection of fabrics and complemented by comfortable cushion design. Should the cushions become wet, remove cushions from the base and stand on end to allow to drain and dry. Wipe down the base deck surface to remove any residual water.

Remove cushions, bolsters, and throw pillows to prevent staining of fabric, as cleaners used on polymer resin furniture are not appropriate for fabric. Unsnap back and seat cushions by gently pulling the snap at the connection to the cushion. Stack on a clean and dry surface.

Apply cleaning solution (Lysol All Purpose®, Mr. Clean®, or other non-abrasive multi-purpose cleaner) directly to heavily soiled areas. Using a mild scrub sponge, wipe the entire furniture surface. Heavily soiled areas can be scrubbed with the scouring pad or scrubbing sponge.

Rinse furniture thoroughly with clean water. Dry completely before installing cushions. Install seat cushions and snap into place. Install back cushions and snap into place. Replace bolsters and throw pillows.

LIGHTED PRODUCT

When using outdoors, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and personal injury.

Ground Fault Circuit Interruption (GFCI) protection is required on the circuit or outlet to be used for any wet location, including all outdoor locations. Receptacles are available which have built in GFCI protection and are acceptable to be used for this measure of safety.

Refer to the Tropitone Installation Instructions that were shipped with your product for further information.

FIRE PITS

All Tropitone® Fire Pits are designed and intended for outdoor use only. Never install or operate indoors. Burning gas (both Natural and LP) produces fumes which can be dangerous if inhaled. Always insure there is proper ventilation when using any fire products.

Never leave this product on when unattended. Educate all persons, including children that may come in contact with this unit of the danger of high temperatures produced when operating, including surface temperatures. Clothing and other flammable materials should not be hung from the appliance, or placed on or near the appliance. Young children should be carefully supervised when they are in the area of the appliance.

Tropitone® recommends that all gas products be installed by professionals that are licensed by the local authority having jurisdiction in gas piping.

Tropitone® recommends that all gas products installed in the USA and Canada be serviced and maintained by professionals that are certified by the National Fireplace Institute (NFI) as NFI Specialist or by the Wood Energy Technical Training (WETT).

FIRE PIT COVERS

Follow the instructions in the CLEANING AND CARE – FABRIC section. It is beneficial to clean both the outer surface and inner surface of the Furniture Cover.

Be sure the Fire Pit is clean and dry prior to placing the Furniture Cover over the product.

SAFETY WARNING! DO NOT place the Furniture Cover over your Fire Pit until the gas has been turned off and the Fire Pit has completely cooled.

CLEANING AND CARE

CARE AND MAINTENANCE FOR FIRE PRODUCTS

Regular periodic care of your Tropitone® Fire Pit will maintain its appearance and functionality better than occasional, heavy duty maintenance. Consider the specific conditions and usage to which your product is exposed so appropriate maintenance is provided. Product failure caused by a lack of reasonable and necessary care and maintenance is not covered by the product warranty.

PAINTED FINISH

Follow the instructions in the CLEANING AND CARE–PAINTED FINISHES section.

FIRE COMPONENTS

Refer to the Tropitone® Fire Pit Installation instructions that were shipped with your product.

UMBRELLAS

Always close market umbrellas and patio umbrellas in their stands when not in use. All Tropitone® umbrellas must always be closed and removed from service in windy conditions to protect umbrellas against damage from inclement weather, and to protect persons from potential injury due to umbrellas toppling or moving in such conditions. If market umbrellas or patio umbrellas become wet, open for a complete airing and make certain they are thoroughly dry before closing.

Occasional lubrication of the moving parts of market umbrellas and patio umbrellas with a silicon lubricant spray is recommended.

CAUTION: Do NOT get lubricant on fabric or finish.

POLISHED ALUMINUM UMBRELLA

If oxidation occurs, you may rub down the affected area with steel wool and follow up with a protective lubricant. Apply the protective lubricant, such as WD-40, to a cloth and then wipe onto the aluminum.

CAUTION: Do NOT get lubricant on fabric or finish.

FABRIC

Follow the instructions in the CLEANING AND CARE–FABRIC section.

FIBERGLASS ARMS

Follow the instructions in the CLEANING AND CARE–FABRIC section.

PAINTED FINISH

Follow the instructions in the CLEANING AND CARE–PAINTED FINISHES section.

STEEL BASE PLATES

Steel base plates require regular cleaning and inspection, combined with prompt touch-up to nicks and scratches to help prevent rust from developing.

Should rust occur, use sandpaper to thoroughly remove any rust and apply a metal primer. FOLLOW THE MANUFACTURER'S INSTRUCTIONS for use. Then follow the instructions in the PAINTED FINISHES–TOUCHING UP SMALL NICKS OR SCRATCHES section.

PAINTED FINISHES

PREPARING SURFACES FOR TOUCH UP

Touch-up paint to match the frame color is available directly from your local Tropitone® Residential Dealer or Contract Sales Representative.

1. Wash the scratched area to remove any dirt or grease.
2. Rinse thoroughly with clean water. Dry.
3. Remove cushions. Protect fabric, frame, and all surface areas that are not to be painted.
4. Sand the scratch lightly to "soften" the edge with fine grit sandpaper so that the touch-up paint will blend in easily. Sand as small an area as possible so you don't create additional work.
5. Clean with rubbing alcohol.

TOUCHING UP SMALL NICKS

6. Spray touch-up paint onto a flat plate or dish. Use a small artist's brush to transfer the paint from the plate to the aluminum outdoor furniture. Texture can be enhanced with a clean, dry brush after the paint becomes tacky.

TOUCHING UP SCRATCHES

6. Hold spray can 4 – 6 inches away from surface to be painted. Spray a thin coat and let dry.
7. Spray a second coat and let dry. Repeat until desired coverage is achieved. Do not let the paint fully dry. Wait 3 – 5 minutes for the paint to become tacky. Pat with a damp (not soaking) cloth to create texture (a dry cloth will pick up too much paint). Make sure the damp cloth is lint free.

TOUCHING UP GLOSS FINISHES

Do NOT try to get full coverage with the first coat.

6. Hold the can 4 – 6 inches away from the surface to be painted. Apply the touch-up paint with short light sprays until complete coverage is obtained. Be sure to avoid "over-spraying" onto adjacent areas. Over-spray must be removed immediately using rubbing alcohol and a soft cloth.

TOUCHING UP TEXTURED FINISHES

Do NOT try to get full coverage with the first coat.

6. Hold spray can 4 – 6 inches away from surface to be painted. Spray a thin coat and let dry.
7. Spray a second coat and let dry. Repeat until desired coverage is achieved.

CAUTION: One heavy coat may cause the surrounding finish to loosen and wrinkle due to the solvents in the spray paint.

CAUTION: Trying to get full coverage in the first coat may result in a glossy surface. Should this happen, dull with a light (thin) coat applied after the offending glossy coat has dried.

8. Certain colors require a second coat with a supplied "Step 2" spray paint. Hold the can 12 inches from the surface and use one quick pass. Allow to dry.
9. Certain colors require a third coat with a supplied "Step 3" spray paint. Hold the can 12 inches from the surface and use one quick pass. Allow to dry.

PAINT STORAGE HINT: Always flush the paint out of the nozzle after use by turning the can upside down and depressing the nozzle, spraying onto a disposable cloth. Store touch-up spray cans upside down as the nozzles are less likely to clog.

FRAMES

Regularly tighten all hardware to avoid loosening which can lead to bolt failure and product breakage. Replace missing hardware (remove product from service until repaired). Regularly tighten the headrest bolts on all chaise lounges and recliners. Confirm movement is smooth without binding and that the ratchet engages properly at each position.

GLIDES AND END CAPS

Glides (often referred to as "nylon feet") are sometimes lost or become worn with use, and should be replaced when lost or worn for stability and safety. Replacement glides and end caps are available from your local Tropitone® Residential Dealer or Contract Sales Representative.

Certain nylon glides and end caps are available in various colors depending upon the frame color. When ordering replacement glides and end caps, please specify frame color. Replacement parts for older models may only be available in limited colors.

RIVETED NYLON GLIDES

Nylon glides that are riveted to the tubing can be replaced by drilling out the existing rivet and installing a new glide with a new pop rivet. A pop rivet tool or kit is available at most hardware stores.

RIVETED CUPS WITH NYLON CAPS

Your local Tropitone® Residential Dealer or Contract Sales Representative can supply either the replacement glides or a complete kit with cup, screw and nylon cap.

WELDED CUPS WITH NYLON CAPS

If the aluminum cup is worn or broken off, it can be replaced by drilling a pilot hole and using a self-tapping screw to hold the aluminum cup in place. A nylon cap snaps easily over this aluminum cup.

LEVELING

Many table legs have leveling glides which can be adjusted so the table will sit level. On other table and seating pieces, check that the glides (nylon feet) are properly seated and not worn. Replacement glides are available through your local Tropitone® Residential Dealer or Contract Sales Representative.

If a chair or small table sits unevenly on the floor, determine if the floor is flat by switching it with another piece in a different area. If the wobble moves with the piece, determine the "long" leg. Begin adjustment by placing a small block of wood on the floor under the long leg.

Now, lift the chair and firmly bring it down so that long leg contacts the wood. This should adjust the longer leg. If there is serious unevenness that cannot be corrected, contact your local Tropitone® Residential Dealer or Contract Sales Representative.

LUBRICATION OF SWIVELS, WHEELS AND HINGES

Periodic lubrication with a silicon lubricant spray of all moving parts is recommended to extend the product life and minimize squeaks or noises. FOLLOW THE MANUFACTURER'S INSTRUCTIONS for use.

STACKING AND NESTING

Tropitone® recommends that when moving or storing any stacking aluminum outdoor furniture it is stacked no more than the specific recommended stack heights for safety and to reduce the potential from rubbing, wear or marring of the frame finishes. Nesting furniture comes forward as it is stacked, therefore maximum nest height is especially critical as the stack could slide if the limit is exceeded. Contact your local Tropitone® Residential Dealer or Contract Sales Representative for stack quantity.

SAFETY WARNING! Do NOT sit on any furniture that is already stacked.

TIRE REPLACEMENT

Installing a new tire on chaise lounges or serving carts may be easier after soaking the tire in hot water for several minutes. Use tongs to remove it from the hot water and be sure to protect your hands with gloves when handling. Simply pull the old tire off and push the new tire on. Contact your local Tropitone® Residential Dealer or Contract Sales Representative for a replacement part.

WINTER STORAGE

Tropitone® furniture is intended to be used outdoors. In milder climates, the furniture can be left outdoors year-round. Each piece has drain holes built into the frame to minimize water build up.

CAUTION: Do NOT store frames upside down.

If you live in an area that experiences freezing conditions, store your clean and dry Tropitone® outdoor furniture right side up in a dry, protected place. Water can collect and/or condense inside the frame tubing – if exposed to freezing temperatures, this water could freeze causing the frame tubing to crack or burst. **This damage is NOT covered under your warranty.**

SEATING

REPLACING SLINGS

Slings can be replaced to create a fresh look or to repair your Tropitone® furniture by following these simple directions. To order replacement slings from your local Tropitone® Residential Dealer or Contract Sales Representative, you will need to know the model numbers for the pieces you want to re-sling. Refer to your original sales receipt for this information.

Tools Needed:

- Safety Glasses
- Sling Tool (optional)
- Utility Knife
- Flat Blade Screwdriver
- Cutting Pliers
- Pliers
- 3/16" Allen Wrench
- Mallet
- Cold Cream or Biodegradable Liquid Soap

SAFETY WARNING! Use safety glasses to protect your eyes.

HINT: Observe washer or spacer placement as hardware is removed, so hardware can be reinstalled properly.

1. Use a utility knife to cut the entire length of the sling.
2. Remove the nylon end caps from the top and bottom of both sling rail channels with a flat blade screwdriver and a mallet. Retain the end caps.
3. Use a 3/16" Allen wrench to loosen the two socket head cap screws (bolts) on one sling rail until only a few threads are engaged. Some chairs have one welded sling rail – loosen the bolted rail only.
4. Remove the spreader bar (some have a 90° bend on one end to "hook" into the sling rail) from the upper back of the chair.
 - **TWO HOLE STYLE:** Disconnect one sling rail to remove the spreader bar, then reinstall the sling rail by only putting bolts and washers/spacers until only a few threads are engaged.
 - **SLOT STYLE:** This style spreader bar has a slot on one side – lift up through the slot and remove.
5. Use pliers to slide the sling out from the sling rails, pulling the sling down and out to the front of the chair.

6. Apply a small amount of water soluble cold cream or liquid biodegradable soap at the sling insertion point (top) of each sling rail to ease installation.
7. For one piece slings, position the sling so the production tag and/or law label will be at the foot of the chair and the finished side of the sling is facing forward. Start at the top of the loosened sling rail and slowly slide the sling along the sling rail channel using pliers.
8. After sliding the first side of the sling onto the loosened sling rail, detach this sling rail from the chair frame.
9. Have a second person hold the disconnected sling rail on which you have installed the sling. Use pliers to firmly and slowly slide the remaining side of the sling into the other sling rail.
REMINDER: the bolts should already be loosened on this sling rail.
10. Pull the sling down a couple inches on the disconnected rail. Insert the spreader bar straight end (non-hook) in the attached sling rail hole.
 - **TWO HOLE STYLE:** Have a second person help by firmly stretching the sling rails apart and then slightly rotating the detached rail. Insert the hook end of the spreader bar into the hole. This may take a few tries – take your time with this step.
 - **SLOT STYLE:** After inserting the spreader bar into the attached sling rail hole, lower the other end into the slot.
11. Pull the sling evenly up and down to the ends of both sling rails.
12. A sling tool can be helpful at this step (available for purchase from your local Tropitone® Residential Dealer or Contract Sales Representative). Have a second person position the detached sling rail to be attached, aligning the bolt holes. Reinstall the bolt and washer/spacer in the front seat area, only tightening a few turns. Reinstall the bolt and washer/spacer in the back seat area. Fully tighten both bolts in this sling rail.
13. On the other sling rail, tighten each bolt several turns using the Allen wrench, alternating between each bolt to apply even tension. Continue until both bolts are fully tightened.
14. Trim excess vinyl spline (plastic rod) from the top and bottom of both sling rails using the cutting pliers.
15. Reinsert the end caps. Tap gently with the mallet until fully inserted.

SEATING

REPLACING CHAISE LOUNGE SLINGS

Tools Needed:

- Safety Glasses
- Sling Tool (optional)
- Utility Knife
- Flat Blade Screwdriver
- Cutting Pliers
- Pliers
- 3/16" Allen Wrench
- Mallet
- Cold Cream or Biodegradable Liquid Soap

SAFETY WARNING! Use safety glasses to protect your eyes.

HINT: Observe washer or spacer placement as hardware is removed, so hardware can be reinstalled properly.

REPLACING CHAISE LOUNGE SEAT

1. Remove the nylon end caps from the foot of each sling rail channel with a flat blade screwdriver and a mallet. Retain the end caps. Some chaises don't have end caps at the foot – tilt the headrest fully forward and remove the end caps from the other end of the sling rails.
2. On one sling rail, use a 3/16" Allen wrench to remove the two socket head cap screws (bolts) towards the foot of the sling rail so it can be slightly angled towards the attached sling rail. On the other sling rail, loosen two bolts from the foot end of the sling rail until only a few threads remain engaged. Some chaises have one welded sling rail – remove the bolted rail only.
3. Use pliers to slide the sling out from the sling rails. You will need to alternate pulling between each side several inches at a time.
4. Apply a small amount of water soluble cold cream or biodegradable liquid soap at the sling insertion point of each sling rail to ease installation.
5. Position the new seat sling so the production tag and/or law labels will be at the foot of the chaise and the finished side of the sling is facing forward. Slide the vinyl splines (plastic rods) within the fabric to be even with the end of the fabric where it will touch the two remaining end caps.

6. Slowly slide both sides of the sling into the sling rail channel using pliers until the sling reaches both end caps. You will need to alternate pulling on each side.
7. Have a second person position the detached sling rail to be reattached. Reinstall the bolt and washer/spacer in the foot area, only tightening a few turns. Reinstall the bolt and washer/spacer in the back seat area. Fully tighten both bolts in this sling rail.
8. On the other sling rail, tighten each bolt several turns using the Allen wrench, alternating between each bolt to apply even tension. Continue until all bolts are fully tightened.
9. Trim excess vinyl spline from both sling rails.
10. Reinsert the end caps. Tap gently with the mallet until fully inserted.

REPLACING CHAISE LOUNGE HEADREST

HINT: Place the headrest sling in the sun to warm the fabric which will allow the material to stretch during installation.

1. With the headrest in a down position, use a utility knife to cut the entire length of the headrest sling.
2. Remove the nylon end caps from the top of each sling rail channel with a flat blade screwdriver and a mallet. Retain the end caps.
3. With the headrest in a down position, use pliers to pull the sling out from the sling rails.
4. Remove one socket head cap screw (bolt) in the support bar. Loosen the other bolt in the support bar (some are welded on one side – detach other side only). Gently angle the detached side of the support bar below the sling rail; you may need to use a large screwdriver to pry the bar out of its position. This will allow the sling rails to be slightly angled together.
5. Apply a small amount of water soluble cold cream or biodegradable liquid soap at the sling insertion point of each sling rail to ease installation.

SEATING

REPLACING CHAISE LOUNGE HEADREST (CONTINUED)

6. Position the new headrest sling so the finished side of the sling is facing forward. For padded headrest slings, check for an additional finishing sew line at one end of the sling – orient this end of the sling to the top of the chaise. Slide the vinyl splines (plastic rods) within the fabric to be even with the end of the fabric where it will touch the two remaining end caps.
7. Slowly slide both sides of the sling into the sling rail channel using pliers until the sling reaches both end caps. You will need to alternate pulling on each side.
8. A sling tool can be helpful at this step (available for purchase from your local Tropitone® Residential Dealer or Contract Sales Representative). Using two persons, reposition the headrest support bar which will pull the sling tight. Pry between slide rail and the support bar while the second person moves the support bar inside the sling rails. Align the hole in the support bar with the hole in the sling rail – an alignment tool or small Phillips screwdriver may be needed. Reinstall the bolt and washer then fully tighten both support bar bolts.
9. Trim excess vinyl spline from both sling rails.
10. Reinsert the end caps. Tap gently with the mallet until fully inserted.

REPLACING RELAXED SLINGS

Slings can be replaced to create a fresh look or to repair your Tropitone® furniture by following these simple directions. To order replacement slings from your local Tropitone® Residential Dealer or Contract Sales Representative, you will need to know the model numbers for the pieces you want to re-sling. Refer to your original sales receipt for this information.

Tools Needed:

- Safety Glasses
- Utility Knife
- Flat Blade Screwdriver
- Cutting Pliers
- Pliers
- Mallet
- Cold Cream or Biodegradable Liquid Soap

SAFETY WARNING! Use safety glasses to protect your eyes.

1. Remove the nylon end caps from the top and bottom of both sling rail channels with a flat blade screwdriver and a mallet. Retain the end caps.
2. Use a utility knife to cut the entire length of the sling.
3. Use pliers to slide the sling out from the sling rails, pulling the sling up and out to the top of the chair.
4. Apply a small amount of water soluble cold cream or liquid biodegradable soap at the sling insertion point (top) of each sling rail to ease installation.
5. Position the sling so the tear off production tag and/or law label will be at the foot of the chair and the finished side of the sling is facing forward. Using cutting pliers, trim excess vinyl spline (plastic rod) from the end of the sling that is being inserted first so that the spline is flush with the sling fabric. Start at the top of the sling rail and slowly slide the sling along both sling rail channels evenly using pliers. For 2 piece slings, the seat portion will be identified with a tear off production label. The seat needs to be installed first, followed by the back sling. The back sling will be identified with the Tropitone label.
6. Pull the sling evenly down to the ends of both sling rails.
7. Trim excess vinyl spline (plastic rod) from the top of both sling rails using cutting pliers.
8. Reinsert the end caps. Tap gently with the mallet until fully inserted.

SEATING

REPLACING RELAXED CHAISE LOUNGE SLINGS

Tools Needed:

- Safety Glasses
- Utility Knife
- Flat Blade Screwdriver
- Cutting Pliers
- Pliers
- Mallet
- Cold Cream or Biodegradable Liquid Soap

SAFETY WARNING! Use safety glasses to protect your eyes.

1. Remove the nylon end caps from the foot of each sling rail channel with a flat blade screwdriver and a mallet. Retain the end caps. Some chaises don't have end caps at the foot – tilt the headrest fully forward and remove the end caps from the other end of the sling rails.
2. Use pliers to slide the sling out from the sling rails. You will need to alternate pulling between each side several inches at a time.
3. Apply a small amount of water soluble cold cream or biodegradable liquid soap at the sling insertion point of each sling rail to ease installation.
4. Position the new seat sling so the tear off production tag and/or law labels will be at the foot of the chaise and the finished side of the sling is facing forward. Using cutting pliers, trim excess vinyl spline (plastic rod) from the end of the sling that is being inserted first so that the spline is flush with the sling fabric.
5. Slowly slide both sides of the sling into the sling rail channel using pliers until the sling reaches both end caps or the end of the sling rail channel. You will need to alternate pulling on each side.
6. Trim excess vinyl spline (plastic rod) from the top of both sling rails using cutting pliers.
7. Reinsert the end caps. Tap gently with the mallet until fully inserted.
8. See next page for instructions to replace the headrest sling.

REPLACING RELAXED CHAISE LOUNGE HEADREST SLING ONLY

1. With the headrest in a down position, use a utility knife to cut the entire length of the headrest sling.
2. Remove the nylon end caps from the top of each sling rail channel with a flat blade screwdriver and a mallet. Retain the end caps.
3. With the headrest in a down position, use pliers to pull the sling out from the sling rails.
4. Apply a small amount of water soluble cold cream or biodegradable liquid soap at the sling insertion point of each sling rail to ease installation.
5. Position the new headrest sling so the finished side of the sling is facing forward. For padded headrest slings, check for an additional finishing sew line at one end of the sling – orient this end of the sling to the top of the chaise. Slide the vinyl splines (plastic rods) within the fabric to be even with the end of the fabric where it will touch the two remaining end caps or end of the sling rail channel.
6. Slowly slide both sides of the sling into the sling rail channel using pliers until the sling reaches both end caps. You will need to alternate pulling on each side.
7. Trim excess vinyl spline from both sling rails.
8. Reinsert the end caps. Tap gently with the mallet until fully inserted.

REPLACING CUSHIONS

Cushions can be replaced to update the appearance of your Tropitone® furniture and beautify your outdoor living areas. Tropitone® offers replacement cushions to match all current and many discontinued frame styles. You may select cushion fabric from our extensive fabric offering, or you may supply your own material. All our cushions feature quality polyester fill and/or foam. The fill is designed to dry quickly and retain its loft during use. Contact your local Tropitone® Residential Dealer or Contract Sales Representative for cushion styles, fabric selection and pricing. To purchase, you will need to know the model numbers for the pieces on which you want to replace cushions. Refer to your original sales receipt for this information.

SEATING

REPLACING EZ SPAN™ SEGMENTS

Tropitone® EZ Span™ segments can be replaced to repair or update the look of your furniture – in some cases multiple colors are installed to enhance the look. Simply order segments in the style and color you desire from your local Tropitone® Residential Dealer or Contract Sales Representative.

Tools Needed:

- Safety Glasses
- Flat Blade Screwdriver
- Mallet

SAFETY WARNING! Use safety glasses to protect your eyes.

1. Remove both end caps with a flat blade screwdriver and a mallet. Retain the end caps.
2. Slide out the EZ Span™ segments which are being replaced.
3. Slide the new segments into the channels.
4. Reinsert both the end caps. Tap gently with the mallet until fully inserted.

REPLACING STRAPS AND LACING

Most Tropitone® furniture can be re-strapped at home or on site, by your local Tropitone® Residential Dealer or Contract Sales Representative, or at a recommended repair center. Simply order the color and number of pre-cut straps needed from your local Tropitone® Residential Dealer or Contract Sales Representative. Tropitone® has two methods of attaching a strap: the "rivet style" uses a nylon rivet inserted through a hole in the strap and pressed into a corresponding hole in the frame, the "slot style" utilizes a tab configuration on the strap end which fits into a slot punched in the frame. When ordering straps, provide the chair name and number, vinyl color, and the strap type: rivet style or slot style. New nylon rivets will be included with a "rivet style" strap order.

Tools Needed:

- Safety Glasses
- Utility Knife
- Bucket of hot water (180° – 200° F)
- Gloves
- Tongs

SAFETY WARNING! Use safety glasses to protect your eyes.

1. Heat the vinyl straps in hot water for several minutes. Use tongs to remove straps from hot water.

SAFETY WARNING! Be sure to protect your hands with gloves when handling hot straps.

2. Remove old straps – cut down the middle of the straps to be replaced. Unwrap and disconnect. Notice how the wrap "rotation" of the strap comes off from the frame. You will wrap the new straps the same way. Clean the frame.
3. Attach one end of the strap to the frame (for rivet straps, install one rivet) as shown below. Wrap the strap around the frame, slowly and steadily stretching (so narrow spots don't develop) the strap to the opposite side.
4. Two inches off to one side of the rivet hole or slot, wrap the remaining end of the strap around the frame one time. Continue wrapping toward the slot or rivet hole until fully wrapped. Fasten this end to the frame with the second rivet or by putting the tab in the slot.
5. Realign the strap by shifting it back over the tab or rivet which will "double wrap" the connection point. The strap will tighten when cooled.
6. Repeat for remaining straps.



SLOT STYLE ILLUSTRATION



RIVET STYLE ILLUSTRATION

TABLES

STONEWORKS® TOUCH UP INSTRUCTIONS

Kit Includes:

- Scotch-Brite® Pad
- Sandpaper
- Patina Finish(es)
- Clear Coat Sealer (milky white, dries clear)

Additional Items Needed:

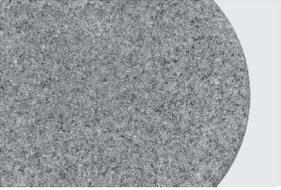
- Clean Towel
- Lint Free Cloths (one per color)

HINT: Read all steps within the section that apply to your table-top surface before beginning to touch-up the scratch.

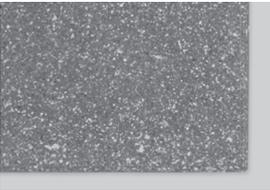


STONEWORKS® CABRETTA

1. Wipe with clean towel.
2. Using a lint free cloth, lightly wipe Patina Finish over the scratch.
3. Wait 30 seconds; lightly wipe with a lint free cloth.
4. Repeat as needed to achieve desired appearance.
5. Allow Patina Finish to dry, approximately 1 hour.
6. Apply a light coat of Clear Coat Sealer with a lint free cloth.
Allow to dry before use, approximately 4 hours.

**STONWORKS® FAUX GRANITE**

1. Using the Scotch-Brite® pad, lightly sand the scratch until smooth. Sanding more area makes more finish work.
2. Wipe with clean towel.
3. Dip sandpaper in water and lightly sand the scratch until area has a dull look and the scratch is not visible.
4. Wipe with clean towel.

**STONWORKS® MATRIX**

1. Using 000 ultra fine steel wool, lightly sand the scratch until smooth. Sanding more area may make the repaired area more visible.
2. Wipe with clean towel.

TABLES



STONEWORKS® SABIA

1. Wipe with clean towel.
2. Using a lint free cloth, lightly wipe Patina Finish over the scratch.
3. Wait 30 seconds; lightly wipe with a lint free cloth.
4. Repeat as needed to achieve desired appearance.
5. Allow Patina Finish to dry, approximately 1 hour.
6. Apply a light coat of Clear Coat Sealer with a lint free cloth. Allow to dry before use, approximately 4 hours.



STONEWORKS® SUMMIT

1. Wipe with clean towel.
2. Using a lint free cloth, lightly wipe Patina Finish over the scratch.
3. Wait 30 seconds; lightly wipe with a lint free cloth.
4. Repeat as needed to achieve desired appearance.
5. Allow Patina Finish to dry, approximately 1½ hours.
6. Apply a light coat of Clear Coat Sealer with a lint free cloth. Allow to dry before use, approximately 4 hours.

LEVELING

Select tables have leveling glides on the legs to accommodate uneven floors. If an adjustment is required, turn the glides to level the table. If necessary, pliers may carefully be used to aid in turning.

REPLACING ACRYLIC, GLASS, HPL OR PATTERNED ALUMINUM TABLE TOPS

Acrylic, glass, HPL or patterned aluminum table tops feature "Easy-On/Easy-Off" clips to remove the table top.

1. Prepare a smooth, non-scratch surface (a tarp or pool towels can be placed on your work surface).
2. Remove the top and outer rim by pulling up on the rim with one hand while a second person is holding down on the nearest leg.
3. Separate the top from the rim by removing the plastic clips. Large tables have tabs in the rim screwed to the table top ring – remove these screws.
4. Place the table rim upside down (flat edge down) on the protected surface.
5. Peel off any protective packing material from the new table top surface and put the new table top into the rim.
6. Snap the supplied plastic clips into place starting where the top meets the rim, then pressing under the "lip" around the edge of the rim. Use three (3) clips on small tables, four (4) clips on 42", 48" and 54" diameter tables, and six to eight (6 – 8) clips on larger tables. Position clips evenly around the rim.
7. With the top and rim still upside down, insert the table base (with the legs pointing up) and press down, snapping it into place. On large tables, reinstall the screws that connect the tabs to the table top ring.
8. With a second person, turn the table upright and position for use.

NOTE: The textured side of the top should face down when the table is upright for textured glass and acrylic.

UMBRELLA HOLE GROMMETS

Any table top with an umbrella hole should have a grommet; acrylic tops must use a vinyl grommet around the circumference of the hole to protect it from breakage. *Exception: Ion Table Top and certain Stoneworks® tops. Umbrella hole grommets are available from your local Tropitone® Residential Dealer or Contract Sales Representative.

UMBRELLAS

REPLACEMENT PARTS

Tropitone® offers accessories and replacement parts for current and various discontinued umbrella styles, such as hubs, arms, etc. You may select new fabric from our extensive fabric offering, or we can use your own material to recover your umbrella. See your local Tropitone® Residential Dealer or Contract Sales Representative for accessory and part availability, fabric selection and pricing. You will need to know the model numbers for your umbrella. Refer to your original sales receipt for this information.

STORAGE

Always allow market umbrellas and patio umbrellas to dry completely before storing and fold carefully to avoid wrinkling the fabric. Protect with a cover and lay on a hard, flat surface in a well-ventilated location.

SERVICE / ORDERING PARTS AND ACCESSORIES

To place an order or obtain service, you will need to know some basic information. Your original sales receipt will contain all the following:

- Model number(s) for your original product purchased
- Color code and Fabric number
- Original purchase date

RESIDENTIAL

Orders for parts and accessories may be placed with your local authorized Tropitone® Residential Dealer, who will assist with pricing and freight charges. Your service contact is also your Dealer. If you need to locate a Dealer, see "Where to Buy" on our website at www.tropitone.com for your Residential Dealer.

CONTRACT

Orders for parts and accessories may be placed with your Tropitone® Contract Sales Representative, who will assist with pricing and freight charges. Your service contact is also your Representative. If you need to locate a Representative, see "Where to Buy" on our website at www.tropitone.com for your Contract Sales Representative.

DEALERS AND REPRESENTATIVES

All authorized returned merchandise must have a Return Goods Authorization (RGA) number. No merchandise is accepted without a valid RGA.

Please fax or email the Tropitone® Customer Service Department to obtain an RGA number. The RGA number must be clearly marked on all boxes to insure proper receipt and processing at Tropitone Furniture Company Inc.

WARRANTY INFORMATION

For our current Tropitone® Warranty, please visit
www.tropitone.com/warranty

For our current Basta Sole® Warranty, please visit
www.tropitone.com/warranty

For our current Tropitone® Valora Warranty, please visit
www.tropitone.com/warranty

Warranty is valid from the date of purchase to the original purchaser only.
Proof of purchase (original sales receipt including purchase date) is required.
Photos or inspection may be required.

TROPITONE®

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