

## Frequently Asked Questions

### Which materials does Barlow Tyrie use?

We combine the highest quality materials with superior craftsmanship and design to produce our furniture, resulting in a worldwide recognition for excellence. We have combined stainless steel with Textilene® or Sunbrella® slings and the highest grade teak with all-weather cord, which is woven from Olefin®. We powder-coat aluminium and stainless steel frames, and combine them with synthetic woven materials to produce contemporary furniture to our traditional high standard.

### What is a FLEGT licence?

Our products are made of FLEGT-licensed timber from Indonesia. The legality of the timber in our products is assured through Indonesia's national timber legality assurance system and FLEGT licensing scheme. FLEGT-licensed timber is considered to fully comply with the EU Timber Regulation. Customers who place our FLEGT-licensed timber products on the EU market do not have to undertake further due diligence.

For a complete list of terms and definitions, refer to the FLEGT Regulation of 2005 and its implementing regulation of 2008, the EU Timber Regulation of 2010, and its delegated and implementing regulations of 2012.

### What is the teak weathering process?

Over a period of time in an outdoor environment, untreated teak furniture which is exposed to the sun will turn a beautiful silver-grey colour. The length of time this takes will vary with climatic conditions. Not only is it common for a teak bench, chair, or table to last 70 years standing out in the elements, it is also common to pass down such furniture to future generations as an heirloom.

### Why do occasional cracks appear on my furniture?

Teak is a natural material and as such fine cracks in the end grain of components, e.g. legs and arms, may appear and then disappear with variations in the weather and the consequent change in the moisture content of the wood. Such fine cracks are normal, especially in heavier components, and will not affect the life or serviceability of your furniture.

### Do I need to store my furniture during the winter?

No, Barlow Tyrie teak furniture can be left outdoors, uncovered, all year round. If you choose to cover your furniture outdoors during the winter you should use a material that allows the wood to breathe. Optional furniture covers and storage bags are available.

## TEAK

### What are the properties of teak ?

Teak is a deciduous hardwood tree from managed plantations; it does not come from tropical rainforests. Teak has a naturally high oil content which makes it both stable and resistant to rotting when exposed to climatic extremes. For centuries these special qualities have made teak the preferred choice for marine decking and construction, hence it is considered the premium timber for outdoor furniture.

Teak wood will naturally weather from golden brown to a silver-grey patina colour. We recommend the following range of our Barlow Tyrie products to care for and maintain your Teak furniture. For additional information on this range, please see: <https://www.teak.com/care>

Teak Cleaner (4TC) – will quickly remove accumulated dirt.

If you live in the UK and wish to maintain your furniture using our care products, but do not wish to do the work yourself, then we recommend you contact [www.andrewbanks.co.uk](http://www.andrewbanks.co.uk) who can provide a regular or one-time service according to your needs.

Teak Colour Guard (4TCG) – will maintain the golden brown colour of new teak by using UV inhibitors to prevent the natural greying process and pigment enhancers to help maintain the natural colour of teak.

Teak Stain Guard (4TSG) – forms an invisible layer to protect your teak from everyday stains such as butter, oil, and red wine, making the cleaning of accidental spills an easy task.

### Do I need to oil my teak furniture?

Treating with teak oil or other preservatives is not necessary; it will not extend the life of your furniture and is purely cosmetic. We do not recommend oiling your furniture.

### Will the metal fittings on my furniture last as long as the teak?

We only use the best marine quality solid brass and stainless steel on our furniture. With due care and attention these should last as long as the teak.

### Do I need to use a base if I am locating a parasol through a dining table?

Yes, all parasols must be located in the recommended parasol base for safety reasons. We supply our standard parasol base for use of a parasol through a dining table or a free-standing base is available for use without a table. Parasol plates are available for use with the Equinox and Bermuda pedestal tables.

### Can we use any of your dining chairs with any of your standard-height tables?

Most of our dining chairs fit comfortably under most of our standard-height dining tables. However, there are exceptions, so if you wish to 'mix and match' please check the item specifications on our website or discuss your requirements with your stockist.

## RUSTIC TEAK

The Titan range incorporates "Rustic Teak" which is laminated and includes a beautiful wild grain pattern and will also have knots that give it a rugged farmhouse appeal. The wood is a natural product that will start to react with the outdoor elements and look more rustic as the product ages. The laminated wood will start to part and the wood will turn a lovely shade of silver. This is its natural course.

## STAINLESS STEEL

### What are the properties of stainless steel?

We manufacture our stainless steel furniture using 316 grade stainless steel, commonly known as 'marine grade'. You will need a regular cleaning regime to keep your stainless steel furniture looking its best with more regular maintenance in harsh environments that include a concentration of salt or chlorine found in coastal areas or around a swimming pool. We have added selected products to our range with an attractive powder coated finish over 316 'marine grade' stainless steel that gives a supreme ability to withstand the harshest marine environment.

If you have any questions or concerns about how 316 grade is affected or

best suited for your area, please contact our customer services or email: [info@teak.com](mailto:info@teak.com).

We recommend that you rinse on a regular basis with clean fresh water to remove the condensed chlorinated moisture droplets and use the following Barlow Tyrie product to care for and maintain your stainless steel furniture. Conventional abrasive cleaners or strong acidic cleaners should never be used on stainless steel as this can cause permanent damage to the finish and the metal itself.

By maintaining a regular rinsing program of all the vulnerable surfaces, the quality of the stainless steel finish can be maintained for many years.

Stainless Steel Clean & Guard (4SSCG) – cleans stainless steel and leaves a fine layer of Teflon® on the surface to help prevent the build-up of contaminants

## ALUMINIUM

### What are the properties of aluminium?

Aluminium is lightweight, which is why we have chosen to include it in our range. The aluminium we use is 'virgin aluminium', meaning it is not reclaimed from scrap and so is stronger and longer lasting. We powder-coat the aluminium to prevent oxidation and ensure it gives long service. We recommend the following Barlow Tyrie product to care for and maintain your aluminium furniture.

Powder Coated Stainless Steel & Aluminium Cleaner (4AC) – easily removes dirt, grease, oil, pollutants, and mould.

## WARRANTY

Materials and products have varying periods of warranty and guarantee for residential use that excludes damage due to misuse. For further details please see our website.

## DELIVERY

Please note, some large items are very heavy. Our delivery service delivers product to tailgate only; you will be responsible for arranging personnel to carry and position the furniture. If delivery is to a private address, you must assess access width, height, and manoeuvre room for a commercial furniture lorry. Advise the stockist if it is unsuitable prior to delivery. We will, of course, try to accommodate the wishes of our customers.

## ORDERING

Please make sure when ordering that you add the correct suffix to the product code. The suffix denotes: Frame colour + Sling colour + ceramic tabletop colour, etc. By correctly adding the code suffix we can process your order without delay.

e.g. Product reference code for an Aura Armchair = 1AUA.01.500

Product code [1AUA] + Graphite frame [.01] + Charcoal sling [.500].