Plenti

Operation & Maintenance Manual



connection

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Table Top Care

As there can be many differing types of soiling, we recommend you refer to specialist advice. There are some excellent tips on the Egger website, www.egger.com

As a general rule we recommend the following for all our table tops:

- Tea, coffee, wine be cleaned immediately
- Do not use as a cutting surface
- No boiling hot utensils, implements to be placed on the surface
- Do not use any abrasive cleaning products or cloths, or use any products with strong acid content or bleach
- Do not use waxes or furniture polish as they can develop a build up of sticky residue
- Tables should always be indoors and not left in direct sunlight

Laminates

Laminate surfaces are easy to maintain with regular cleaning.

A clean, damp, non-abrasive lint free or cotton cloth with a mild cleaning solution or detergent is suitable for general cleaning on a regular basis. Dry with a similar cloth. Use water sparingly so as to not allow water to penetrate near the edging joints.

Do not use microfibre cloths as they contain fibre abrasive particles, which can scratch surfaces.

Melamine (MDF/MFMDF/MFC including whiteboards)

Clean with a paper towel, soft cloth or sponge. To prevent any streaking wipe the surface with warm water and use a lint free absorbent, cotton or microfibre cloth to dry.

Dust regularly, but do not use a furniture polish as this will leave to undesirable sheens and a sticky build up.

For any fat stains, these must be removed as quickly as possible as they can damage the surface if left for too long.

Wood Care (stained/laquered oak)

Avoid cleaning wood with water. Should you get sticky spots, these may need to be treated with soap and water. To do this, dip a lint-free cloth in mild soap or detergent dissolved in water, wring the cloth nearly dry, and wipe the area. Rinse and immediately dry with a clean, soft cloth.

Useful wood furniture care link: www.hintsandthings.co.uk/utilityroom/furniturecare.htm

Metal Care

Metals used will have been chrome plated, polished or powder coated depending on which products you have ordered.

We recommend you dust regularly, with a lint free cloth. For any stubborn stains, the best way of cleaning is with soap and water, and dry off with a non-abrasive cloth. Alternatively, use a specific metal cleaner. Do not use any abrasive or wax based cleaning products.

Power Care

All the power modules we supply have been quality checked by our supplier prior to fitting. Power modules may be cleaned by wiping with a dry cloth or soft brush - do not use liquid cleaning products in particular spray cleaners, or polishes, as these may degrade or damage plastic parts or anodised/painted surfaces and damage the electronic components in a USB charger socket.

For any certifications, datasheets and operating / maintenance specific to the modules purchased, please refer to the manufacturer's website, https://oeelectrics.co.uk

Warranty

Warranty Statement

The company warranties are valid only on standard product for a period of five years; this period may be increased, subject to which products, and will need to be confirmed in writing. The warranty is subject to the following:

A) What Is Covered

- When full payment has been received for the goods.
- Products used in a single 8-hour shift in an office, or appropriate environment.
- Structural and moving parts under fit-for-purpose use and service, and where the product has been used for the purpose it was designed for.

B) What Is Not Covered

1. Normal wear and tear.
2. Failure to apply, install, reconfigure or maintain the product in the appropriate way and/or failure to follow Connection's installation instructions.
3. The product has been used for the purpose which it has been designed and has not been subject to misuse, unauthorised repair, replacement, modification or alteration in any way.
4. Natural variations in wood grain or the presence of character marks. Changes in surface finishes, including colour-fastness due to ageing or due to exposure to light.
5. Products considered by Connection to be consumables (e.g. batteries, lamps etc.)
6. Fabric and electrical components (see 2 and 3).
7. Connection does not warrant products that are exposed to extreme environmental conditions or have been subject to improper storage.
8. Connection does not warrant any products that have been subjected to incorrect cleaning methods and where the user has not followed the manufacturer's instructions.

Fabric

Fabric quality and performance is not covered by Connection's warranty when specified by our customers or a designer; any claims arising from defective fabric would sit with the manufacturer of the fabric. Connection will facilitate dialogue with the manufacturer and assist in any genuine claim, but in no way accepts liability. However, in the case of COM, the customer will be required to take full responsibility and Connection will not enter into any communication regarding faulty fabric.

Electrical Components

Connection does not cover any electrical components installed in its furniture; any such claim will be directed to the manufacturer. Connection will facilitate dialogue with the manufacturer and assist in any genuine claim but in no way accepts liability.
All installations of electrical components in Connection products, unless carried out by an approved engineer, will be the responsibility of the customer who will also be responsible for all testing.

Procedure For Making A Warranty Claim

A) UK

In the first instance, contact should be made with our sales office **info-uk@flokk.com** with a brief outline of the claim. Connection will send out a Non-Conformance form and this need to be completed and returned with appropriate supporting imagery. Connection will respond within two working days, confirming if the claim is acceptable and accompanied with a plan of action which may involve the product being collected by Connection or an engineer visiting site. In both cases this will be carried out during normal working hours and the customer must not impede the process in any way. In the event that the claim is rejected, Connection will provide a suggested plan and costs to rectify any defects.

B) Europe And North America

In the first instance, contact should be made with our sales office **info-uk@flokk.com** with a brief outline of the claim. Connection will send out a Non-Conformance form and this needs to be completed and returned with appropriate supporting imagery. Connection will respond within two working days, confirming if the claim is acceptable and accompanied by a plan of action. Connection will supply the components/products to rectify/correct and ship to a warehouse designated by the Customer. The Customer is responsible for any duty, the installation of the new components/products and disposal of any unwanted items.

Where sales are transacted on an ex-factory basis, the Customer accepts that the product has left the factory in good condition and any subsequent claims will not be considered by Connection.

Damages

Any product damaged on delivery must be signed as such on the delivery documentation. If any items should arrive damaged, including water damage, you must sign the carrier's note as "damaged". All damages must be notified to our offices within 48 hours of the delivery. Neither our logistics providers nor ourselves can accept responsibility if we are informed after this time period.

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