



 **NEAL JONES**
AFTERCARE & MAINTENANCE

Furniture Designed to Last

Bespoke furniture that has been meticulously designed and expertly crafted deserves to be cared for. Neal Jones Furniture are proud to offer a range of aftercare and maintenance packages that span our entire furniture offering. Whether it is marine, residential or humidior furniture, each package is tailored to the specific requirements of every client. These dedicated service packages are specially designed to preserve both the quality and longevity of your furniture.

We understand that maintaining furniture can be a lengthy and complicated process, and whilst we know that our furniture will be outstanding when delivered, it is just as important that it retains that impact over the years to come. Sadly, accidents happen, and furniture does get damaged. During the design process, we try to anticipate such potential damage and plan how it can be repaired; whether that is designing upholstery that can be easily removed and replaced, or using specialist materials for high traffic areas. We carefully consider the environments our furniture will be in to ensure it can be optimally maintained or repaired.



Bespoke Aftercare Packages

Every maintenance contract we offer is specially tailored to each project or item of furniture. We work with you to determine what is required and create packages to suit those needs. With a specific focus on quality, these packages can include specialist advice, spare hardware and, where applicable, on-site visits to ensure that your furniture lasts and continues to impress.

We are a service-driven company. To us, customer service means a great deal more than filling out a questionnaire at the end of a project. We recognise that our customer is like us, an important link in a chain providing service to the ultimate client purchaser. We see this chain as a 'partnership of service' and are committed to supporting our client in every way possible. Our maintenance contracts reflect that commitment.

Quality is not just our focus when we design and make our furniture, but in the way we communicate with our clients and suppliers. Our maintenance contracts are built on solid relationships, helping us to identify and deliver the exact requirements of each project to give you peace of mind.



Material Care - Exterior Marine

We carefully select the timber and finishes used in our marine furniture to ensure they are of the highest quality, meets our sustainability requirements and are ethically sourced. Caring for these materials varies based on the environments in which they are situated. As part of the aftercare process, we ensure each package has the correct maintenance features for the materials used.

Each of our exterior finishes have been expertly developed to provide longevity — combined with a maintenance package these finishes will stand the test of time.

Exterior Teak Options:



High Gloss

Buffed and polished every 12 months



Oiled

Oiled every 6 months to maintain barrier



Bleached

Oiled every 6 months to maintain barrier

Teak is a dense grained tropical hardwood that is less susceptible to warping, shrinking and water damage, making it a highly suitable material for exterior construction. With its high oil and silicate content, teak has a natural protective barrier that resists water.

Lacquer Options:



High Gloss

Buffed and polished every 12 months

Lacquer is completely impervious to water and gives a glossy sheen. Available in any colour, our marine lacquer finishes are the gold standard for a luxury feel and texture.

Exterior Mahogany Options:



High Gloss

Buffed and polished every 12 months



Oiled

Oiled every 6 months to maintain barrier

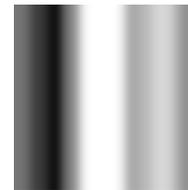


Stained

Buffed and polished every 12 months

Mahogany mirrors many of the aesthetic features of teak, including its colour and darkened lines. Though conventionally used for interior pieces, our design team have developed ways of ensuring it is suited for outdoor use. Mahogany, like teak, is a robust, dense-grained hardwood that is naturally water resistant and can withstand warping and swelling over time.

Stainless Steel:



Mirror Polished

Buffed and polished every 12 months



Powder Coated

Cleaned every 12 months



Cushions & Upholstery

During the design stage we pay particular attention to designing exterior upholstery that can be easily removed for cleaning and replacement. Each cushion comes with a bespoke fabric cover with non-corrosive zippers and fasteners.

Over time, non-glossed teak naturally weathers and brings oil to the surface, which can stain cushions. Combined with accidental staining, cushions can collect a large amount of dirt and debris. Dealing with all soil or stains promptly will ensure their removal and avoid the likelihood of mildew growth and the need for further more intensive cleaning. As with all cleaning methods, spot test all cleaning products/ solutions on a non-visible area of the fabric to ensure colour stability. Vacuuming should be done regularly prior to more intensive cleaning. Should dirt or a stain accumulate, gently blot excess liquid as quickly as possible with a clean microfibre or 100% cotton white absorbent cloth or sponge. If necessary, use clean warm water and clean the entire area where the spot occurred. When cleaning fabrics, take care not to push dirt on the surface further into the structure of the fabric. It is advisable to lightly vacuum the affected area with a soft brush attachment prior to wiping to reduce the risk of this happening.

Water may dissolve dirt particles and make cleaning easier. Spills that are still moist are the easiest to remove. Leave to air dry naturally, do not use a hair dryer or heat source to speed up the drying process. Marks to upholstery can also be removed using white magic foam eraser sponges. These will help remove light dirt marks but will not remove more severe or stubborn marks which may require professional cleaning. Wipe off stains and spills immediately with a clean, white, soft and lightly damp cloth taking care not to excessively soak the fabric. Neutral soap can also be used.

Do not steam iron or expose to high heat as this may damage the fabrics. Do not allow sharp edges to come into contact with the fabric. Care should be taken with certain types of clothing with decorative details which may catch the fabric. Should any of your upholstery become damaged or is stained heavily, we include a spare set of upholstered seats and backrests as standard with our marine aftercare package.

As a general rule, the following steps should be applied to maintain upholstery:



Vacuum

Remove any debris or loose dirt using a soft tipped vacuum



Clean

Gently sponge surface stains using a mild cleaner and soft



Air Dry

Allow all upholstery to air dry. Do not use artificial means



Replace

If you fancy a change or need a spare upholstery set we can help



Stone

Like timber, stone has varying characteristics depending on its type and with that comes tailored guidance for maintenance and cleaning. Most, if not all, of our exterior furniture that contains marble has a sealer applied to keep it from absorbing water, which can cause cracks and damage. Since marble is naturally porous, any stains should be cleaned as soon as possible. A mix of lukewarm water and baking soda combined to a light paste is sufficient to remove surface stains. There are many stone cleaners available to use, but a natural, non-abrasive cleaner will remove dirt without damaging the marble. We advise that any of our stone tops are not used as surfaces for heat mats or hot plates and all glasses/cutlery are used with coasters and mats.

As stone is more exposed to elements at sea or general outdoors, the surface layer of the stone will naturally start to deteriorate. A sealer minimizes this risk, however this can still start to deteriorate over time. Regular polishing of marble will help the stone maintain its natural colour and a regular check of the sealant will highlight any areas of focus should they need repairing.

As a general rule, the following steps should be applied to maintain the integrity and luxury feel of stone:



Clean

Clean any surface stains using a mild cleaner and soft cloth



Maintain

Regularly check any stone surfaces for stains or water damage



Repair

Our team are on hand should any surface scratches or cracks appear



Marine Aftercare

What's included as standard:



Prior to our visit to any yacht in Europe, we will conduct a conference call with the principle crew member to gain a pre-visit report of each item. This will help us to understand the current state of the furniture, and if there are any additional treatments or requirements that we could look to carry out additionally during our visit.



Once on-board, we will carefully clean and buff all items of furniture, paying attention to the different materials involved, resulting in a rejuvenated finish. During this time we also make sure to check for any minor scratches to lacquer or other high gloss work and ensure these are carefully buffed to revitalise its luxury feel.



We will also provide a full assessment of each item of furniture, highlighting any damage or repairs that we would recommend. We would also discuss this with the principal crew member, provide a quotation and arrange a follow-on visit. These repairs are often for more intensive damages rather than minor cosmetic work.



As standard we provide specialist cleaning products, a spare set of upholstered seats and backs and spare marine fabric (if applicable). We also have in stock a range of hardware and fixings which can be sent out at very short notice for any emergencies.



Throughout the term of the maintenance package there will be dedicated telephone and email support to ensure your queries are answered and any repair or maintenance is booked in promptly.



Particularly important for marine and exterior furniture, our design and production processes carefully consider marine environmental conditions to ensure that your furniture is sufficiently protected against the elements. In addition to a care manual, our marine aftercare packages are specially tailored to further protect your furniture from elements at sea and in dock.



Residential UK Aftercare

What's included as standard:



Prior to our visit to any property in the United Kingdom, we will conduct a conference call to gain a pre-visit report of each item. This will help us to understand the current state of the furniture, and if there are any additional treatments or requirements that we could look to carry out additionally during our visit.



Once at the property, we will carefully clean and buff all items of furniture, paying attention to the different materials involved, resulting in a rejuvenated finish. During this time we also make sure to check for any minor scratches to lacquer or other high gloss work and ensure these are carefully buffed to revitalise its luxury feel.



We will also provide a full assessment of each item of furniture, highlighting any damage or repairs that we would recommend. We would also discuss this with the site manager or private client, provide a quotation and arrange a follow-on visit. These repairs are often for more intensive damages rather than minor cosmetic work.



Throughout the term of the maintenance package there will be dedicated telephone and email support to ensure your queries are answered and any repair or maintenance is booked in promptly.



Humidor UK Aftercare

What's included as standard:



When we install your humidor, we provide a handbook of care instructions and one-to-one tuition, including how to use the remote monitoring application and checking humidity levels on the humidifier. Throughout the term of the care package we provide manual training to ensure that your humidor works correctly all year round.



Included in the package is a dedicated emergency care kit with handling tuition which is delivered during our visit. Should anything not be quite right, this kit will help maintain the correct humidity and the integrity of your cigars until we can assess the humidor in person. A chargeable visit by a technician is provided within 48 hours of any emergency raised. We also provide temporary equipment if necessary.



Nearing the anniversary of delivery, we will arrange a conference call to gain a report of the humidor. This will help us to understand the current state of the humidor and highlight if there are any additional treatments or requirements we would look to provide during our maintenance visit.



Throughout the term of the maintenance package there will be dedicated telephone and email support to ensure your queries are answered and any repair or maintenance is booked in promptly.



Every Humidor Maintenance package includes a 12 months' supply of the key components to ensure that your humidor operates in optimal conditions. This package includes:

- Filter pads replaced every three months
- Distilled water replaced monthly
- Disinfectant liquid added to distilled water



Get in Touch

Our service packages are available at any point of the furniture journey, whether at the beginning of a project — as part of the complete package — or further in the furniture lifespan.

If you wish to discuss how we can help, or to request a quote, contact the team:



Melissa Jones
Head of Customer Service & Maintenance

E: melissa@nealjonesfurniture.com
T: +44 (0) 7949 193544

For information on all packages



Will Phillips
Project Manager & Designer

E: will@nealjonesfurniture.com
T: +44 (0) 7590 359513

For information on humidior packages

