



 **NEAL JONES**

**Maintenance & Aftercare**

Support, advice & packages for furniture maintenance





## Maintenance & Aftercare

Support, advice & packages for furniture care and maintenance.

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**Neal Jones Furniture is the culmination of the knowledge and experience of designers, makers and project managers.**

Neal Jones has been at the helm of his own furniture design business over the past 20 years, developing an extensive portfolio across land and sea.

Since inception, we have built a bridge between the world's leading interior and exterior designers, architects and shipyards; to provide exceptional furniture to customer's yachts and homes. Together, with our in-house workshop of exceptionally skilled Master Craftsmen, our network of artisanal makers, specialist finishers and leather workers exemplify our talented offering, providing a variety of production solutions to meet budgets and demand.

We're also really proud of the fact that we support manufacturers and artists right here in the UK. The UK has a very long history of quality furniture craftspeople and manufacturing, and we hope to help sustain this for future generations.

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### **It's all in the detail**

Through the experience of our technical designers, manufacture and project management teams, we add a great deal of value to projects. We champion perfection in every piece created by our design team, managed by our project teams and made and delivered by our craftspeople.



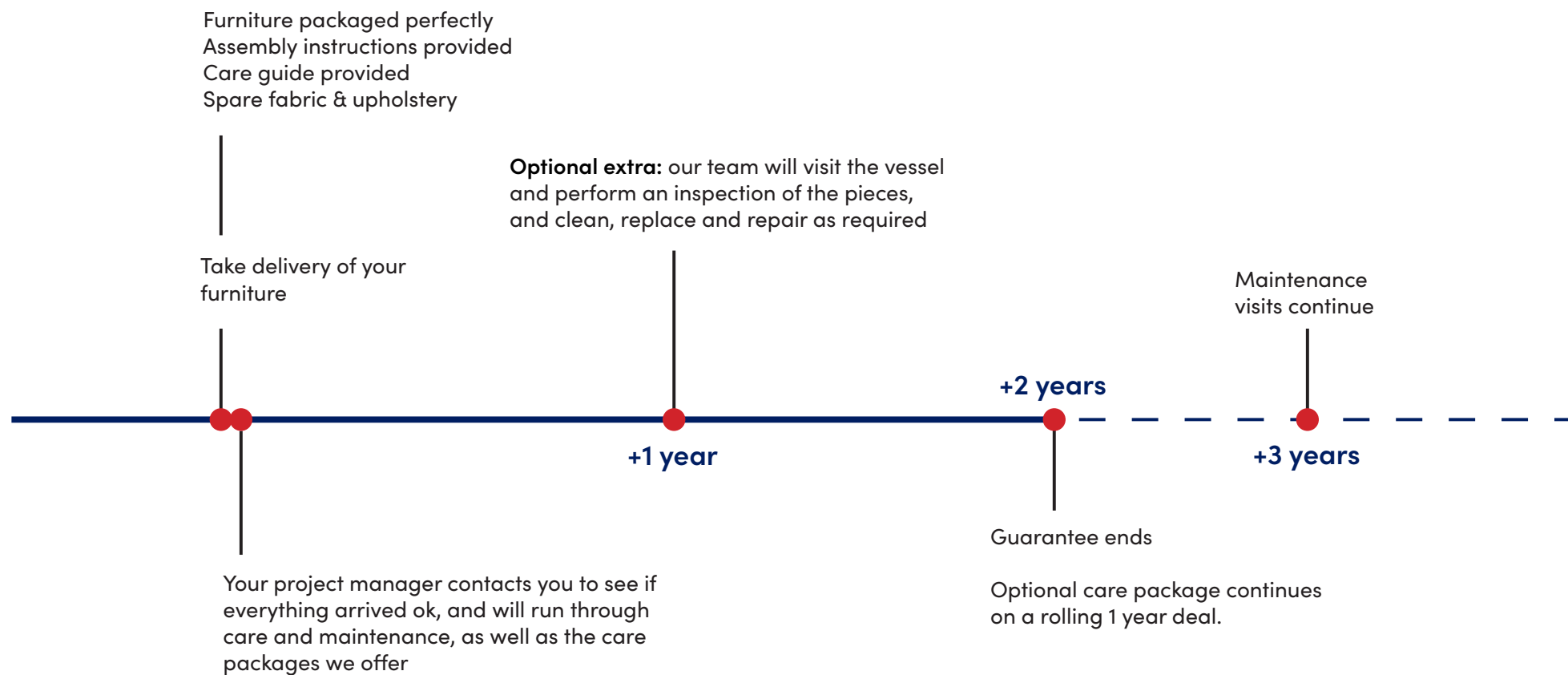
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## Furniture Designed to Last

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.

**Neal Jones**

Creative Director/Founder







**A 2 year guarantee on the quality of our furniture is standard at Neal Jones Furniture.**

This guarantee covers all the core and structural parts of our furniture, to look and feel luxurious, be comfortable, and practical years after you purchase your pieces.

We trust in our furniture and we trust in the quality of both our materials and our workmanship, and we want to pass that trust directly onto you.

Please contact us for terms and conditions.  
Excludes finish and upholstery, as well as damage sustained from accidental or inappropriate use.



PRE-VISIT CONSULTATION



FULL REPAIR ASSESSMENT

DESIGN CONSIDERATION



ON-BOARD VISIT



SPECIALIST PRODUCTS





24/7 SUPPORT



# MAINTENANCE

**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.**

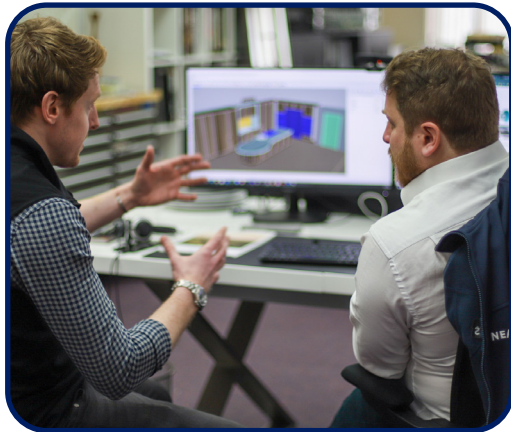
We recognise that our customer is like us, an important link in a chain providing service to the ultimate client purchaser. We see this chain as a 'partnership of service' and are committed to supporting our client in every way possible. Our maintenance and aftercare packages reflect that commitment.

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This service is fully bespoke and can be tailored to the requirements of the client, the project, and of course the individual items of furniture supplied.



## DESIGN CONSIDERATION



Particularly important for marine and exterior furniture, our design, production and aftercare processes carefully consider marine environmental conditions to ensure that your furniture is sufficiently protected against the elements.



## PRE-VISIT CONSULTATION



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



## ON-BOARD 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.

# MAINTENANCE & AFTERCARE



## FULL REPAIR ASSESSMENT



We will provide a full assessment of each item of furniture, highlighting any damage or repairs that we would recommend. We would discuss this with the principal crew member, provide a quotation and arrange a follow-on visit.



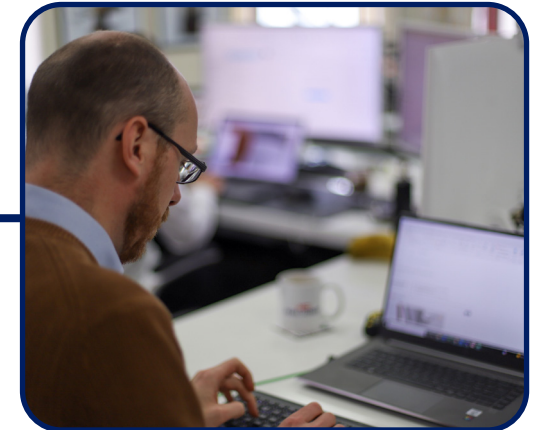
## SPECIALIST PRODUCTS



We provide any necessary specialist products, including those for use in regular cleaning and maintenance. We also have in stock a range of hardware and fixings which can be sent out at short notice.



## 24/7 SUPPORT



Throughout the term of the care package there will be a dedicated telephone and email support team to fulfill any repair or maintenance needs, and any questions or queries.





**Our delivery service extends beyond the meticulous packaging and crating of furniture to ensure its safe arrival at its destination.**

We provide assembly instructions of the pieces where applicable, a care guide with information for cleaning and handling, as well as extras such as surplus fabric and additional upholstery seats.

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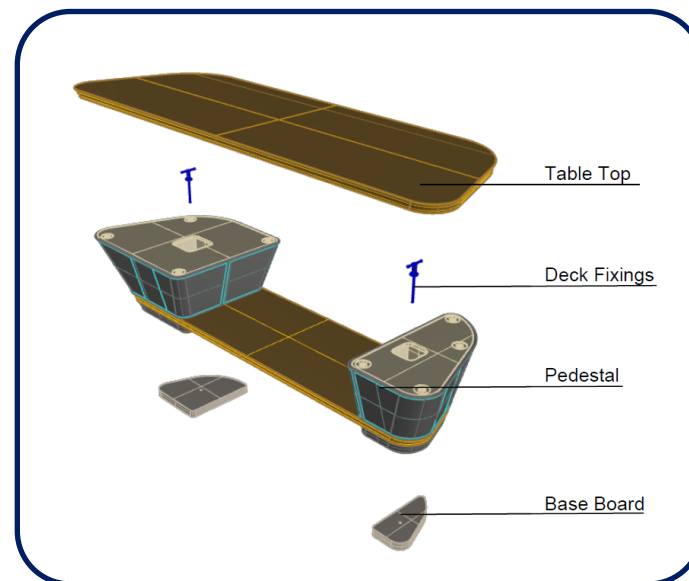
We provide a dedicated delivery service to any destination globally, handled with particular care and attention. Our courier partners take care of all the necessary paperwork and documentation to ensure a smooth passage through customs.

## PACKAGED PERFECTLY



Multiple layers of packaging, each specific to the material being protected, all bound together securely with extra padding on edges and delicate surfaces, ensuring your furniture arrives to you in the best possible condition.

## ASSEMBLY INSTRUCTIONS




Where appropriate, all our furniture comes with detailed instructions on how to assemble, attach to a deck, and how best to handle the furniture for install. This makes for a smooth, seamless installation process and reduces potential risk of damage to the furniture.


## CARE GUIDE

Operation and Maintenance Information

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**Exterior Coffee Table:**  
0337-02 – 1no.





**Materials & Finishes:**

Component	External Material	Internal Material	External Finish	Quantity
Table Top & Shelf	Tanb Structural Veneer	Marine Grade Substrate / Aluminium Honeycomb	Raw	
Carbon Fibre Pederals	3K Carbon Fibre	High Density Foam & Tricoya	Marine Grade Satin Lacquer	
Carbon Fibre Plinths	3K Carbon Fibre	Tricoya	Marine Grade Satin Lacquer	
Base Board	Marine Grade Substrate		Isolux	
Fitlock Clips	A4 Stainless Steel		NA	8
Fitlock screws	A4 Stainless Steel		NA	10
M6 Lifting Eye-bolt	A4 Stainless Steel		NA	4
160 x 30mm Threaded Insert	A4 Stainless Steel		NA	4
316 Stainless steel 3mm (1/8") strand wire rope 3mm - 200mm per strand	A4 Stainless Steel		NA	2
Cushioner	A4 Stainless Steel		NA	2

A detailed care guide is provided with all our furniture, detailing what to use to keep the pieces clean and in perfect condition, when to apply cleaning solutions, and when to call us for repair or deeper clean and maintenance. With consistent, correct care, your pieces will look stunning for years to come, and will reduce the need for more invasive intervention.

## SPARE FABRIC & UPHOLSTERY



When crafting furniture that has upholstery such as lounge chairs, dining chairs and sofas, we always make sure to have enough fabric stored to be able to make extra cushions if desired, or if need replacing.





# CARE GUIDANCE

## Our furniture will be outstanding when delivered

— that's our Neal Jones guarantee of excellence — but we think it is just as important that it retains that impact over many years to come.

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On occasion, accidents can happen, and furniture can get damaged. However, throughout the design process we try to anticipate any potential damage and plan how it can be repaired, this includes vast knowledge of how best to maintain and care for the materials that make up our furniture.

We carefully select the timber and finishes used in our marine furniture to ensure they are of the highest quality, meet our sustainability requirements and are ethically sourced. Caring for these materials varies based on the environment 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 aesthetic features of teak, 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



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. Removal of soil or stains promptly will 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 cloth



**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



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**

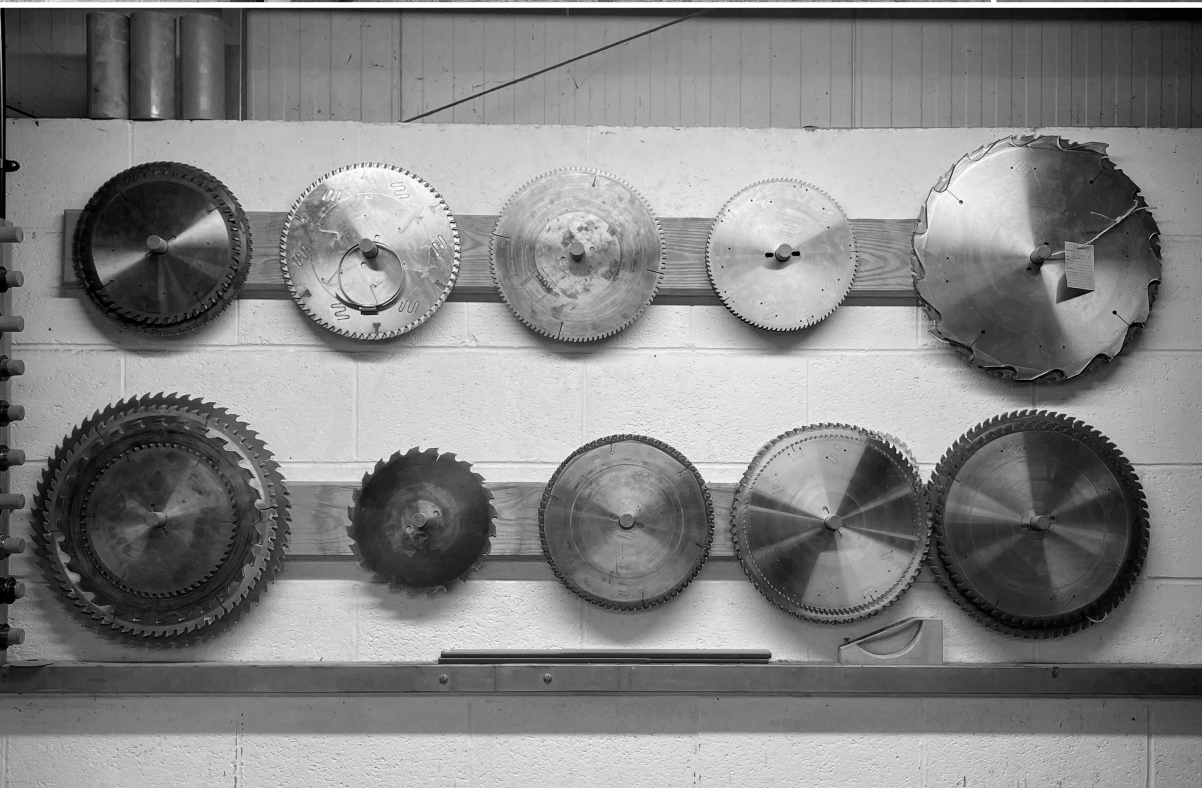
Regularly check any stone surfaces for stains or water damage

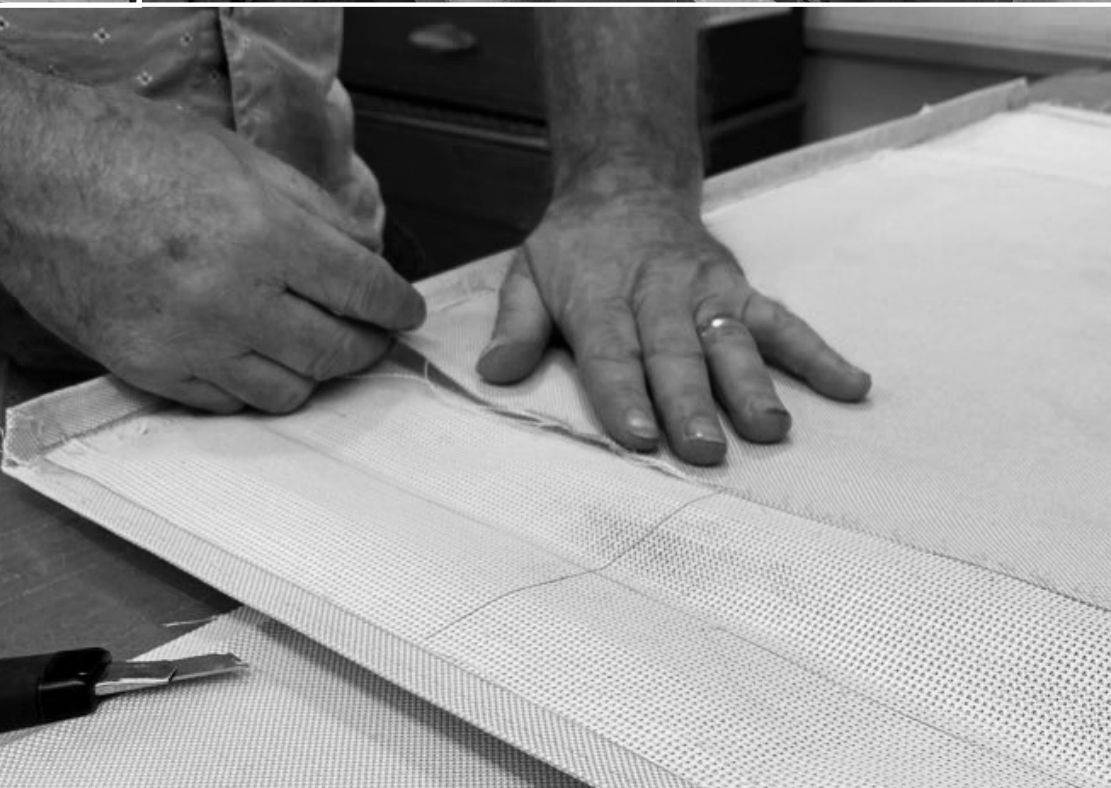


#### **Repair**

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







## MADE IN THE UK BY MASTER CRAFTSPEOPLE



At Neal Jones Furniture, we are proud to say that our furniture is manufactured in the UK. The UK has a very long and illustrious history of master craftspeople, and we aim to ensure this continues well into the future.

Manufacturing in the UK has multiple benefits - it allows us to work closely with all our suppliers meaning our Project Managers can get up close and personal to the products at every stage of the journey.

It also means no costly shipping back and forth across the planet - helping to keep costs for the client down, and helps our planet too. Where we can, we use locally sourced materials to keep our carbon footprint to a minimum, and support the full supply chain in the UK.









# CONTACT

## HEAD OFFICE

The Meadows, Hampson Lane, Hampson Green | LA2 0HY | Lancaster, United Kingdom  
+44 (0) 1524 752816  
[info@nealjonesfurniture.com](mailto:info@nealjonesfurniture.com)  
[www.nealjonesfurniture.com](http://www.nealjonesfurniture.com)

## SALES

Neal Jones  
+44 (0) 7795033110  
[neal@nealjonesfurniture.com](mailto:neal@nealjonesfurniture.com)

